Sopna Departmental Store

Mohammadpur, Dhaka-1207

5th January, 2021/ January 5, 2021

Head of Marketing

PRAN-RFL Group

Gulshan, Dhaka- 1212

Subject: Complaining against the previous delivery.

Dear Sir,

This is being informed that we have been in a good business relationship since 2015. You always supplied me with your best products and I was satisfied with your company. But it is a matter of sorrow that I was supplied with some rotten and over dated products a few day ago. As I have a reputation in my area, I cannot sell those products. I know that It might have been done mistakenly.

So, I therefore request you to take necessary steps to provide me with good products and ensure that the same thing will not happen again. Otherwise, it will be impossible for me to continue business relationship with you.

Thank you.

Sincerely yours,

Shahinur Rahman

Sopna Departmental Store

Mohammadpur, Dhaka-1207.

Head of Marketing

PRAN-RFL Group

Gulshan, Dhaka-1212

6th January, 2021

Shahinur Rahman

Sopna Departmental Store

Mohammadpur, Dhaka-1207.

Subject: An apology for supplying with rotten and over-dated products

Dear Sir,

In reference to your complaint, we are apologizing for supplying with those products. We also appreciate our business relationship since 2015. As you know very well that we never give a customer rotten and over-dated products. But it happened mistakenly.

I therefore, ensure you that this type of mistake will not happen again and we also replace those products with the best ones.

Thank you so much.

Sincerely yours,

Head of Marketing

PRAN-RFL Group

Gulshan, Dhaka-1212

Suppose you are a client of Southeast Bank Ltd. One of the employees of Shamoly Branch misbehaved with you yesterday while withdrawing some money. Now write a letter of complaint to the Manager of Southeast Bank Ltd, Shamoly, Dhaka-1207.