[*Note: please amend yellow highlighted sections as required and remove any yellow italicised instructions from the letter prior to lodgement with company and copy sent to DSB]*

Date

Address

To [*Organisation*],

**Letter of complaint about [*distributor/content of unsolicited material…other*]**

I am writing this letter to lodge a complaint, and request resolution. Specifically, my complaint about the above-mentioned relates to:

[*Insert specific details of your complaint, including the details of the material received in your letterbox*. *This may include ‘inappropriateness of material delivered to my letterbox’, ‘mistruth and inaccuracy’, ‘the material received was not of a g-rated nature’, the material was not place in appropriate receptacles. Include the address where the material was received. If possible please attach copies of the material with this complaint letter.*]

Please note that I have also read the related information on the Distribution Standards Board (DSB) website and logged my complain with the DSB to make any appropriate representation or query about my complaint on my behalf.

I request [*choose from the following options*]:

* No more delivery
* A letter in recognition and outcome of my complaint

I can be contacted with any response as follows:

[*insert contact details*]

Yours sincerely,

…………………………………………….

[*Insert name]*

Disclaimer – This letter is a template for the purpose of assisting in the resolution of your complaint. Nothing within this template should be considered as legal advice. The DSB nor any of its employees or agents accepts any liability incurred as a result of its use or guarantee a particular outcome from its use.