

UK broadband complaint letter

Before sending: replace every placeholder in double curly braces with your information, then review the complete letter. Leave an optional field blank only when it does not apply.

Fields to complete

Your full name (Required)

{{sender_name}}

Example: Amelia Morgan Hint: Use the name on the broadband account.

Broadband service address (Required)

{{sender_address}}

Example: 22 Rowan Close, Bristol BS4 7QH Hint: Use the address where the service is installed. If your return address is different, enter it in the sender address section below.

Date you send the complaint (Required)

{{date_sent}}

Example: 27 August 2026 Hint: Use a clear UK date, such as 27 August 2026, and keep the dated letter and your delivery record.

Provider name (Required)

{{provider_name}}

Example: Example Broadband Ltd Hint: Copy the provider name from your bill or contract.

Provider complaints address (Required)

{{complaint_address}}

Example: Customer Complaints, PO Box 800, Manchester M60 3AB Hint: Take the current address from the provider complaints code, bill, or website.

Account or customer number (Required)

{{account_number}}

Example: BB-1049287 Hint: Use the reference the provider uses to find your service.

Broadband service and problem (Required)

{{service_and_issue}}

Example: a fibre service that has been disconnected since 20 August 2026 Hint: Name the service and describe what happened. For a fault, include when it began and whether it is still ongoing. For a billing issue, include the bill date and exact amount.

Key dates and support references (Required)

{{key_dates_and_references}}

Example: fault reported on 20 August; engineer appointment missed on 22 August; complaint reference 44182 Hint: List the dates of the fault, engineer appointments, calls, chats, and complaints, with their reference numbers.

How the problem affected you (Required)

{{impact}}

Example: I have been unable to work from home and have had to use mobile data Hint: Describe the practical effect without exaggerating it.

Supporting records you can provide (Required)

{{evidence_attached}}

Example: speed tests, the missed-appointment message, and the August bill Hint: List records you hold, such as speed tests, bills, appointment messages, or earlier complaint replies. This composer does not upload attachments.

Outcome you want (Required)

{{requested_outcome}}

Example: repair the service, correct the August bill, and confirm any credit due Hint: Ask for a concrete step such as a repair, corrected bill, credit, refund, or contract release. If you know the amount of a credit or refund, include it.

Subject

Formal complaint about broadband service, account {{account_number}}

Letter body

{{sender_name}}

{{sender_address}}

{{date_sent}}

{{provider_name}}

{{complaint_address}}

Re: Formal complaint about broadband service, account {{account_number}}

Dear complaints team,

I am making a formal complaint about my broadband service at {{sender_address}}. The service and problem are: {{service_and_issue}}.

The key dates and support references are: {{key_dates_and_references}}.

The issue has affected me in this way: {{impact}}.

The supporting records I can provide are: {{evidence_attached}}.

Please tell me how to send copies if needed.

Please {{requested_outcome}}. Please explain what you will do and when. If you cannot resolve this complaint, please send me a deadlock letter and tell me which approved alternative dispute resolution scheme handles your complaints.

I look forward to your written response.

Yours faithfully,

{{sender_name}}