[place], [date]

Complainant’s details:
[full name]
[residential address]
[email address, telephone number — optional]

Municipal / District Consumer Ombudsman
(Miejski / Powiatowy Rzecznik Konsumentów)
in [place]
[address]

Trader’s details:
[trader’s name]
[registered address]
[NIP tax identification number — if known]

Complaint against a trader and request for intervention

I hereby submit a complaint concerning the actions of [trader’s name] relating to [briefly describe the problem, e.g. rejection of a complaint, failure to provide a service or failure to refund money], and request assistance in protecting my rights as a consumer.

I request that you:

1. Examine the circumstances presented and assess the trader’s conduct.

2. Intervene with the trader to clarify the matter and seek an amicable resolution.

3. Assist me in pursuing [specify the remedy sought, e.g. a refund of PLN …, repair or replacement of the goods].

4. If the intervention is unsuccessful, advise me on further options for enforcing my rights.

Grounds for the complaint

On [date], I entered into a contract with [trader’s name] concerning [describe the goods purchased or the service ordered]. I made the purchase for private purposes [in a physical shop / online / by telephone / by other means]. The price was PLN [amount] and was paid on [date] by [payment method]. Contract or order number: [number].

The problem was as follows: [describe precisely what happened, when the problem became apparent and how the trader failed to perform the contract properly]. Under the contract or the trader’s offer, [specify the relevant terms or assurances], whereas in fact [describe the actual situation].

On [date], I submitted a complaint requesting [state the remedy sought]. I submitted the complaint by [method of submission], and the trader received it on [date — if known].

The trader [rejected the complaint / accepted it only in part / did not respond]. In the response dated [date], the trader stated that [briefly summarise the trader’s arguments; delete if no response was received].

I disagree with this conduct because [explain the reasons, referring to the facts, the contract and the documents available]. In support of my position, I enclose [identify the key evidence].

Further attempts to resolve the dispute, made on [dates], consisted of [describe correspondence, discussions or formal requests]. Despite these steps, the matter remains unresolved. The situation has resulted in [specify the consequences, e.g. inability to use the purchased goods or documented expenses incurred].

I expect the trader to [clearly state the desired resolution of the dispute]. If the claim concerns payment, the amount sought is PLN [amount], comprising [specify what the amount relates to].

In these circumstances, I request your intervention and assistance in achieving an amicable resolution.

I confirm that the matter [is not / is] the subject of court proceedings or other proceedings concerning the same dispute. [If it is, specify the authority, case reference and stage of the proceedings].

Please send your response to [postal address or email address].

[signature]

Enclosures:

1. Copy of the contract, order or proof of purchase.

2. Proof of payment.

3. Copy of the complaint, together with proof of submission or delivery.

4. The trader’s response, if provided.

5. Copies of other correspondence.

6. Other evidence, e.g. photographs, reports or documents confirming expenses incurred.