<Your name>

<Your address>

<Your eircode>  
<Your email>

<Business name>

<Business address>

<Business postcode>

<Business email>

<Insert date>

**Subject: Complaint <Name car rental business>**

**Reference:** <booking number/reference>

Dear Sir, Madam,  
  
On / During the period between <enter the day or period for which you rented a car >, I rented a car from your car rental company <name car rental company> in <name of city and country> under booking number <booking number>. I am dissatisfied that you <briefly describe your issue>. I am sending this <letter / email> to request a response and the appropriate resolution of my complaint.

**Desired resolution of complaint**

The services you provided did not fulfil my expectations because <describe in detail why you are not satisfied and why the services provided by the car rental company do not fulfil your expectations. Example: you were issued a rental car of a different class, or you ordered a navigation system and the car was not fitted with a navigation system>. My expectations were based on the car rental contract. The contract states that <explain what the car rental contract says and that, based on this, you are of the opinion that your complaint is well-founded>.

**Term for processing this complaint**

I request that you offer an appropriate solution within 14 working days of the date of this <letter / email>. If you fail to do so, I reserve the right to claim compensation for the loss I incurred. If you are of the opinion that my complaint is unfounded, I request that you send me a detailed explanation providing evidence to support your position.

**Legal steps**

If I do not receive a response, I will consider making a claim under the European Small Claims Procedure.

Yours faithfully,

<Name and signature>

Attachments:

* Copy of contract/agreement