Date:

To

[The Recipient Name]  
[Address]

**Subject: Complaint about expired milk on [DATE]**

Dear Manager,

I am writing you to complain about the expired milk I purchased from your store on [date]. Until [date] I had enjoyed coming to your departmental store for grocery and other services. Unfortunately, my last visit didn’t go well. With a lot of displeasure, I demand you take the necessary measures to solve my problem.

I am a resident of [XYZ] colony. On the date, I came to your store and ordered a large pack of Dairy gold milk pack which is famous for supplying high-quality dairy products across the country. I want to inform you that my child became seriously ill after consuming the milk I bought from your store.

My wife fed some milk to the child. A couple of hours later, he started vomiting. I took him to a nearby hospital and came to know that he suffered from severe food poisoning because of consuming expired milk. I spent 500 US$ on my child’s gastric treatment and medicine (copies of bills are attached). After completing the prescribed procedures, I returned home and checked the expiry date printed on the tetra pack. It turned out to be expired!

This situation caused me a lot of anxiety at that time. I always check every product for its expiry date. The irony of fate was that I could not do so that day due to a hurry. Anyhow, it was your duty to check the stuff for its expiry date and replace it with a fresh and new one. My child is my life and he had to face severe gastric problem due to your staff’s negligence.

As an indemnity, you are liable to pay me 500 US$ in lieu of hospital expenses. Alternatively, I shall be forced to take this matter I consumer court where indemnity will become manifolds. To avoid frustration and to show me your gesture of interest in my problem, you are required to comply with my directions till the 10th of this month.

I hope you will take the necessary steps in this regard as soon as possible.

Yours sincerely.

[name]

Department name