

# Template Letters

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Template letters to help you with your complaint.

We have produced a series of template letters to help you with your complaints. Click on the links below to download the letters or contact our Consumer Protection Team on 0800 121 6022 for help.

Letters will download to your device as a Word document. If you need the Word document translated or read aloud, [click here](#) to add 'Read&Write' software to your device, supplied by Text Help. If you need any further support with this software, [click here](#) to contact Text Help.

## Private Car Parking Charges

- Private Car Parking Charges Appeal Template  
[Private Parking Charge Complaint Letter Template July 2022.DOCX](#)

## Air Travel

- Template Letter Flight Cancellation [Letter Template - Flight Cancellation - Updated September 2022.DOCX](#)
- Template Letter Denied Boarding [Letter Template - Denied Boarding - Updated September 2022.DOCX](#)
- Template Letter Ferry Journey [Template Letter Ferry Journey.DOCX](#)
- Template Letter Flight Delay [Letter Template - Flight Delay - Updated September 2022.DOCX](#)
- Template Letter Lost Luggage [Letter Template - Lost Luggage - Updated September 2022.DOCX](#)

## Energy

- Company billing error [Company Billing Error template letter.doc](#)
- Disputed bill template letter [Disputed Bill template letter.doc](#)
- Meter accuracy dispute template letter [Dispute Meter Accuracy template letter.doc](#)
- Disputed direct debit amount template letter [Disputed Direct Debit Amount template letter.doc](#)

## Consumer Rights

- Refunds on a Credit Card [Credit Card Claim.doc](#)