

Patrick Bowles  
12 Scuttle Street  
Fenwick  
FR1 6MN

7 April 2008

Mr D Hampton  
Manager  
Sunshine Blinds  
20 Apollo Road  
Fenwick  
FR1 7TB

Dear Mr Hampton,

**Fiesta blackout roller blind**

I am writing to complain about the faulty installation of the above blackout blind to my bedroom window. This was fitted by Mr Brand from your company on Monday 29 March. That same evening I discovered the mechanism was not working and that it was impossible to either raise or lower the blind.

I phoned your company the following morning and Mr Brand returned 3 days later to repair the fault. However, although the blind worked for the first few days after his visit, it then jammed once more. When I phoned again on 6 April to report this fault, I was told that no one would be available to visit me for two weeks.

As I regularly work at nights and this blind is the only means of blocking out daylight, it is vital that it is functioning properly so I can sleep during the day. I therefore would appreciate it if you would ensure that someone returns to replace the blind by the end of the week.

Yours sincerely

Patrick Bowles (Dr)