

Example Letter of Concern:



26 November 2013

John Smith
Chief Executive Officer
Websmart Development
PO Box 123
KENSINGTON QLD 7034

Dear Mr Smith

Re: Concerns about the development of a quote tool by Websmart Development for XYZ Print & Design

I am writing to raise my disappointment at the quality of the work undertaken by Websmart Development in building an online quote tool for the XYZ Print & Design website. The tool was delivered two weeks late on 24 October 2013 and was incomplete. Websmart has not addressed or fixed the errors despite numerous phone calls and a meeting on 6 November.

For background, XYZ first engaged Websmart in July 2010 to design and build the XYZ website. Since then Websmart has provided ongoing maintenance of the website and built additional features including a blog and photo gallery. No serious issues have been experienced until now.

On 12 September 2013, XYZ sought a quote from Websmart to build an online quote tool which would enable potential customers to seek a quote for printing material based on print type, colour, quality and quantity. The quote specifications were agreed and the tool was to be delivered by 9 October 2013. A copy of the quote is attached for your reference.

I am seeking for my issues to be addressed and the quote tool to be finished to the agreed specifications by next Friday, 6 December. Should this not occur I will consider taking the matter further.

Should you wish to discuss this matter further I can be contacted on 07 6572 1234 or at rod.banks@xyzprint.com.au

Regards

Rod Banks
Director XYZ Print & Design