

Consumer Protection Agency

Date: _____

Your Name: _____

Your Address: _____

Your City, State, Zip: _____

Email: _____

Phone Number: _____

Subject: Guidance for Dispute Resolution

Dear [Consumer's Name],

We understand that you are facing a dispute with [Company Name] regarding [briefly describe the issue]. We aim to provide you with guidance on resolving this matter effectively.

Steps for Dispute Resolution:

1. **Contact the Seller:** Begin by reaching out to the seller directly to discuss the issue. Keep a record of all communications.
2. **Submit a Formal Complaint:** If the issue is not resolved, send a formal complaint to the seller, outlining the problem and your proposed solution.
3. **Seek Mediation:** Consider engaging a mediation service for assistance in reaching an agreement.
4. **File a Complaint with Consumer Protection Agency:** If all else fails, you may file a complaint with our agency for further investigation.

Additional Resources:

Please visit our website at [URL] for more information on consumer rights and additional support resources.

If you have any questions or need further assistance, feel free to contact us at [agency contact information].

Sincerely,

[Your Name]

[Your Title]

[Consumer Protection Agency]