

# Letter to use if a bookmaker does not respond to your complaint

[Your address]

[Bookmaker address]

Dear

[Reference: what your initial complaint was about]

I write further to my letter/live chat/telephone call on [date] regarding problems with [what your initial complaint was about] on [date].

I'm very dissatisfied that you've not contacted me to rectify the situation and as you will appreciate we do need to conclude this matter.

As stated in my previous correspondence, you are in breach of contract and I am entitled to request that you sort out [what your initial complaint was about].

I'm willing to allow you a further seven days to reconsider your position and to confirm that the matter will be settled within 14 days.

Should you refuse to [enter what you want the outcome to be], I will have no option but to involve the relevant regulator and/or take a claim through the courts. In conclusion, I hope that this course of action will not be necessary but as stated, I must hear from you within the next seven days.

Yours faithfully,

[Your name]