**[Your address]**

**[Date]**

Dear **[agent name]**

I wish to make a formal complaint about how I was treated on **[date of conversation or email]**.

I spoke to a staff member **[add their name if you know it]** about viewing or renting **[address of property]**.

I was told **[say what you were told]**.

I believe that you treated me unfairly because **[say why]**.

Landlords and agents must not discriminate by race, ethnicity, colour, nationality or religion.

[The code of practice for landlords](https://www.gov.uk/government/publications/right-to-rent-landlords-code-of-practice/code-of-practice-for-landlords-avoiding-unlawful-discrimination-when-conducting-right-to-rent-checks-in-the-private-rented-residential-sector-in-f) says that to avoid unlawful discrimination you should:

* be consistent in how you carry out right to rent checks on all prospective tenants
* ensure that no prospective tenants are discouraged or excluded because of a known or perceived protected characteristic

I would like to provide documents or a share code that show I have the right to rent.

I would also like an apology.

If I do not hear from you or I’m not happy with your final response I will take my complaint to your redress scheme **[only include this if your complaint is to an agent]**.

Yours sincerely

**[Your name]**

**[Your number]**