The blue text is to help you to set out your concerns. You should remove all the blue text and replace with your own text before sending to your platform.

Platform representative, name if known

Platform representatives’ position or department if known

Platform name

Date

Dear platform representative’s name, or platform name

**Dispute about [subject of the dispute, e.g., deactivation of my driver account]**

I am writing about [describe what the issue is/platform’s decision that you disagree with].

The background to this issue is that:

• On [date] [list event/incident that started the dispute]

• On [date] [list relevant point in the dispute]

• On [date] [list relevant point in the dispute]

• On [date] [list relevant point in the dispute]

To resolve this dispute, I ask that [explain what you want the platform to do to resolve your concerns. If this includes a payment to you, explain how you have calculated the amount].

Can you please respond in writing within seven days.

If I do not receive a satisfactory response or resolution to the above issue within seven days, I may seek the assistance of an external party to deal with the dispute without any further notice.

Yours sincerely

Your name

Your email

Your phone number