

A Letter of Complaint



Writing Strategy

- 1) Write your address, add the date in full.
- 2) Start with Dear Sir or Madam, and finish with Yours faithfully or start with Dear Mr./Ms X... , and finish with Yours sincerely
- 3) Use expressions common for formal letters such as:
 I am writing to complain about...
 I am writing to express my concern about the fact that...
 I am writing
 I would be grateful if
- 4) Do not use short forms.
- 5) Write your full name.

- I would appreciate it if you could...
 I am returning... with this letter.
 Thanks for your assistance...
 I look forward to hearing from you

1) Look at this formal letter and number the parts of the letter given on the right to match the gaps.

1

2

3

4

(a) I am writing to complain about a mobile phone that I bought from your shop in Broad Street last week.

(b) Although the quality is excellent, the instructions on the screen are in Chinese and I can't understand them.

(c) I am returning the mobile phone with this letter. I would be grateful if you could repair the fault or replace the mobile phone.

I look forward to hearing from you.

5

6

- Yours faithfully
- Mark Brown
- Lee Electronics
35c Broad Street
Birmingham
- Dear Sir or Madam
- 17 Green Close
Birmingham
GN55 7TY
- 15th November 2014



2) In which paragraph (a-c) does Mark

1. describe what happened? _____
2. say what he wants the company to do? _____
3. explain why he is writing the letter? _____

3) Answer the questions.

1. What is the full name of the person who wrote the letter? _____
2. What thing (item) is he complaining about? _____
3. When did he buy this thing? _____
4. What is the problem with it? _____

5. What is the customer enclosing with his letter? _____

4) Read the letter of complaint and complete the gaps by putting the words in 1-10 into the correct order.

19 Water Street
Manchester
N22 3BE
5th September 2015

Customer Services Department
Paradise Holidays
Manchester K35 8FR

1 _____,
2 _____ a holiday I recently went on with Paradise Holidays.
My family and I spent two weeks from 14th August 2015 at the Calton Hotel in Navellia; 3 _____
_____ our holiday is BN77123.

First of all, on our arrival, there was nobody to greet us and when, after a 15 minute wait, we finally booked in, the girl was sullen and unhelpful and made no apology for her 4 _____.

My second complaint concerns the room we had. It was very dirty and did not have a sea view,
5 _____ when we booked the holiday. When we tried to explain this to the receptionist, she was extremely rude and refused to change our room.

To make matters worse, 6 _____. They served the same dishes every mealtime and the portions were very small, so we never felt full.

Finally, I should like to draw your attention to the evening entertainment which was a further disappointment.
7 _____ the hotel offered a wide range of entertainment, but in fact there was just one singer with a terrible voice, who sang the same songs every night.

All this has spoilt what should have been a wonderful holiday, and I would 8 _____
I suggest fifty per cent of the cost of the holiday. 9 _____ you could do it.

10 _____ from you.

Yours faithfully,
Samuel Morrison
Samuel Morrison

- | | |
|--|--|
| 1. Madam / Sir / Dear / or | 6. food / problem / the / another / was |
| 2. complain / am / about / to / I / writing | 7. brochure / that / your / stated |
| 3. reference / the / for / booking | 8. like / refund / therefore / a partial |
| 4. absence / desk / lengthy / from / reception / the | 9. very / would / I / if / grateful / be |
| 5. for / we / although / this / extra / paid | 10. to / hearing / look / I / forward |

5) Rewrite these informal sentences in a more formal style.

1. I'm really upset about my new mobile phone.

2. Please, phone me as soon as possible.

6) Write a letter of complaint to a shop.

Dear _____ or _____

I am writing to _____

I am returning _____

I look forward

Yours

3. Here's the receipt for you to look at.
