

Letter of Complaint - Task 2

Write down the answer from the box provided below into the left side margin of the text underneath the box.

Sample: A letter of complaint

The Introductory Paragraph	Complain 2 and justification	Complaint 3 and justification
Closing paragraph	Salutation	Sign off:
Complaint 1 and justification		

	Dear Sir/Madam,
	I am writing to express my dismay at the service at your Eden Hill branch on Saturday 14 January.
	I often collect prescriptions from the pharmacy on behalf of my grandmother, Mrs Elaine Bingham. On this occasion there were two prescriptions: one for 10 x 50 mg Kendomol and one for 50 x 100 mg Leoprone. I was served quickly even though there appeared to be only one pharmacist on duty. However, as I was leaving I saw that I had been given 500 mg tablets of Kendomol. This is ten times stronger than the prescription called for.
	If I hadn't noticed the difference between the prescription and the actual tablets, my grandmother could have taken a dangerous overdose of Kendomol. I would be worried about getting any future prescriptions at Eden Hill.
	The pharmacist apologized and corrected the mistake but I wanted to bring it to your attention. I think it happened because there were not enough staff on duty. I understand that mistakes happen but there needs to be a minimum of two pharmacists at all times so all prescriptions can be checked.
	I hope you can take steps to make sure this mistake does not happen again.
	Yours Faithfully, Roger Bingham