

# Letter of complaint

1) Order the fragments of the numbers.

2) Complete with the words:

booking writing applying power outlets connection faithfully reservation air conditioning information hearing compensation confirmation destination

I am \_\_\_\_\_ to complain about my train journey with Great Eastern on Sunday 20 July.

I feel strongly that I deserve \_\_\_\_\_ for this deeply unsatisfactory journey. Firstly, I suggest that your online \_\_\_\_\_ system be reviewed, as there are clearly problems. Secondly, there should be more information and help for passengers when problems occur. Finally, I request that there be bottled water available in extremely hot conditions.

Simon Harding

I am \_\_\_\_\_ for a refund for my journey. I look forward to \_\_\_\_\_ from you.

I booked a return ticket, reserved seats through your website and received \_\_\_\_\_ of the booking. However, when I boarded the train, my seat was already occupied by someone with the same \_\_\_\_\_. I therefore had to stand for 45 minutes. To make matters worse, there was a delay in the departure of the train, but we were given no \_\_\_\_\_ about this. We were held up for 35 minutes, which resulted in me missing my \_\_\_\_\_ and losing my second seat reservation. I therefore waited for the next train. However, the \_\_\_\_\_ was not functioning in this train, and it was a very hot three-hour journey. There was no apology at any point.

Dear Sir or Madam,

Yours \_\_\_\_\_,