

# FORMAL VS INFORMAL COMPLAINT LETTER WRITING

**Task 1.** Read the words / phrases and click "formal" or "informal".

1. Dear Sir or Madam,	FORMAL	INFORMAL
2. Hi there!	FORMAL	INFORMAL
3. I was extremely disappointed with ...	FORMAL	INFORMAL
4. I was really angry because ...	FORMAL	INFORMAL
5. Yours faithfully,	FORMAL	INFORMAL
6. Thanks!	FORMAL	INFORMAL
7. Take care,	FORMAL	INFORMAL
8. I would be grateful if ...	FORMAL	INFORMAL
9. I want my money back.	FORMAL	INFORMAL
10. I wish to express my dissatisfaction	FORMAL	INFORMAL

**Task 2.** Match the informal terms with their formal counterparts. Draw a line.

Hi	I would like
thanks	I received
I want	Dear Sir or Madam
You gave me	unsatisfactory
bad	Thank you
fix	purchase
buy	resolve
because	as
tell	assist
help	inform



**Task 3.** Drag and drop the appropriate words to this formal complaint letter.  
 Drag the informal terms to the box below.

am writing to	defective	wanna	Mr. Manager
horrible	Sir or Madam	purchased	got

Dear (1)\_\_\_\_\_,

I (2)\_\_\_\_\_ complain about a pair of headphones that I (3)\_\_\_\_\_ from your online store last week.

Unfortunately, the product was (4)\_\_\_\_\_, as the left speaker did not work.

I (5)\_\_\_\_\_ a full refund or a replacement.

I would be (6)\_\_\_\_\_ if you (7)\_\_\_\_\_ resolve this matter as soon as possible.

I look forward to (8)\_\_\_\_\_ from you.

(9)\_\_\_\_\_,

David Brown

want	could	would like	Write soon
can	grateful	hearing	Yours faithfully

Informal