

A LETTER OF COMPLAINT

Task 1

Match the sentences (1–6) with the parts of the email (a–f).

Sentences

1. Yours faithfully,
2. I have been a regular customer of your shop for many years.
3. I would like a refund of the difference as soon as possible.
4. Dear Sir/Madam,
5. I am writing to express my dissatisfaction at the service I received.
6. After leaving your shop today, I realised I had been charged £100 instead of £10.

Parts of the email

- a. greeting
- b. introducing your reason for writing
- c. background information
- d. what went wrong
- e. what you'd like to happen
- f. closing

Task 2

Write the sentences in the correct group.

I trust that you will replace the item.	There is an error in the bill.	I would be grateful if you could look into the matter.
There seems to be a problem with the battery.		The delay was unacceptable.
When I checked the item, I found that it had been damaged.	I must insist on a full refund.	I hope you can take steps to make sure this does not happen again.

What went wrong	What you'd like to happen

Task 3

Rewrite these sentences using the passive to avoid saying *the pharmacist*.

1. The pharmacist served me within ten minutes.
I within ten minutes.
2. I realised the pharmacist had given me the wrong medicine.
I realised I the wrong medicine.
3. The pharmacist should have checked the prescription more carefully.
The prescription should more carefully.
4. The pharmacist corrected the mistake.
The mistake
5. The pharmacist must not make this mistake again.
This mistake must again.