

Letters/Emails of complaint are written when we want to express our dissatisfaction regarding a specific service or product. They are written in formal language. We should never be rude or insulting. The language used depends on whether we want to complain in a mild or a strong way.

## Outline for letters/emails of complaint

greeting  
Dear Mr Smith,  
Dear Sir/  
Madam,

Paragraph 1  
reason(s) for  
writing

Paragraphs 2,3  
complaint(s) with  
justification(s)/  
example(s)

Paragraph 4  
action to be taken,  
closing remarks

sign off  
Yours sincerely,  
Yours faithfully,  
(your full name)

## WRITING exam task

You have been on holiday to Los Angeles and during your stay you were very unhappy with your accommodation. You are writing a letter to complain to the manager of the hotel. In the letter:

- Complain about the quality of the food in the hotel restaurant
- Complain about the noise from the disco at night
- Explain that your room was not equipped as advertised in the holiday brochure
- Ask for compensation for your inconvenience.

Dear Sir or Madam,

I am writing to complain

about....

\*

\*

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\*

\*

Yours faithfully,

Number of words:

## Egzamino užduotis: RAŠYMAS

Tu atostogavai Los Angeles ir ten apsistojus tu buvai nepatenkintas savo apgyvendinimu. Tu rašai laišką, kad priekaištautum vadybininkui apie viešbutį. Laiške:

- Skūksis apie maisto kokybę viešbučio restorane.
- Skūksis apie triukšmą iš diskotekos naktj
- Paaiškink, kad tavo kambarys nebuvo įrengtas kaip atostogų lankstinuko reklamoje
- Prašyk kompensacijos už tau sukeltus nepatogumus