Formal Letters/Emails - Making a complaint



■ 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



Paragraph 1 reason(s) for writing Paragraphs 2,3 complaint(s) with justification(s)/ example(s)

Paragraph 4 action to be taken, closing remarks

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.

Egzamino užduotis: RAŠYMAS

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

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

Dear Sir or Madam,

I am writing to complain

about			100 100 100 100	
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*				
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Yours faithfully,

Number of words:

