

WRITING

"A LETTER OF COMPLAINT"

WRITING BANK

Useful expressions in letters of complaint

- I am writing to complain / protest about ...
- I am writing on behalf of...
- I should like to draw your attention to ...
- My second / next / main complaint concerns ...
- To make matters worse,
- I urge you to ...
- I demand that you ...
- I would ask you to ...
- Might I suggest you ...
- The fact /truth / problem is that ...
- What annoys /surprises / amazes me is ...
- Yours faithfully (after Dear Sir / Madam)
- Yours sincerely (after Dear Mr / Mrs / Ms)

A LETTER OF COMPLAINT- STRUCTURE

What parts should a letter of complaint have?

1. **Salutation**
2. **Introduction (Why am I writing?)**
3. **Explaining the problem**
4. **Expressing dissatisfaction**
5. **Saying what you want**
6. **Closing the letter**

