



## EFFECTIVE MESSAGES OF COMPLAINT

**READ THE PARTS OF AN EMAIL COMPLAINING ABOUT A SERVICE. NUMBER THE PARAGRAPHS IN THE CORRECT ORDER**

- |                                                    |                                                |                                       |
|----------------------------------------------------|------------------------------------------------|---------------------------------------|
| <b>1. Contain a clear subject line.</b>            | <b>3. Explain the problem in detail.</b>       | <b>6. Provide contact information</b> |
| <b>2. Describe the product or service clearly.</b> | <b>4. Mention a receipt or other evidence.</b> |                                       |
| <b>5. Explain exactly what you want.</b>           |                                                |                                       |



To: customerservice@french.com  
CC:  
Subject: Complaint about private French teacher

To whom it may concern:



When I signed up for your private French program, the school director and I sat down, talked about my problems and needs, and came up with a special program the teacher was supposed to follow. I am enclosing a copy of the program we agreed on. However, I hope it's clear by now that my needs have not been met.



I am writing to complain about the private French teacher I was assigned at your school. I hired a two-month special program course, which included private classes, and I am extremely dissatisfied.



I would like you to assign me a new teacher or refund the money I paid for the private teaching services. If you can't do this by the end of the week, I will have to look for another school.



My teacher, Gerard, talks about his personal problems all the time. He doesn't follow the program at all. I am paying extra for his services, and I am certainly not getting my money's worth. Gerard also tends to leave the classroom while I am answering some exercises and it may take him more than 15 minutes to come back to class. My understanding was that he would help me improve my speaking skills, which he has not done.



Sincerely,  
Elizabeth Smith  
212-555-0199