



## AN EMAIL OF COMPLAINT

## ANNOUNCEMENT

Make a formal complaint about ordering a printer from Brother, which you have paid for but not received.

Realiza un queja formal sobre el pedido de una impresora a la empresa Brother, que has pagado pero no has recibido

## IMPORTANT\*:

Main Word: ■

Grammar: ■

Vocabulary: ■

## STRUCTURE

| Paragraph | Main Word                                                                                                                                             | Grammar                                                 | Vocabulary |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|------------|
| 1         | A detailed explanation of the problem<br>0. From<br>1. To<br>2. Subject<br>3. Person<br>4. Position<br>5. Service<br>6. Address<br>7. Date<br>8. Dear | PO BOX 876, London<br>July 16th 2021<br>Dear Ms Wilson, |            |
| 2         | Something positive about the company (if possible), and that you expect them to do something<br>9. Positive                                           |                                                         |            |
| 3         | An introduction that gives the context of the problem<br>10. Problem.                                                                                 |                                                         |            |

MÉTODO ISO - JMB

## 0. From

Jesus Martinez <martinez\*\*\*@gmail.com>

## 1. To

brother\*\*\*@gmail.com

## 2. Subject

Complaint

## 3. Person

Pearl Wilson,

## 4. Position

Technicians's Asistant

## 5. Service

Brother Printers Customer Service

## 6. Address

PO BOX 876

London

## 7. Date

July 16th 2021

## 8. Dear

Dear Ms Wilson\*,

Last month, on 20 June, I ordered a printer from your website (order reference, #CE879439). Before placing the order, I read the conditions carefully and the item was in stock. Your website says that items in stock are delivered in 48 hours.

## 0. Desde

Jesús Martínez <martinez\*\*\*@gmail.com>

## 1. Para

hermano\*\*\*@gmail.com

## 2. Asunto

Reclamación

## 3. Persona

Pearl Wilson\*,

## 4. Cargo

Asistente de técnicos

## 5. Servicio

Servicio de atención al cliente de impresoras Brother

## 6. Dirección

APARTADO DE CORREOS 876

Londres

## 7. Fecha

16 de julio de 2021

Estimada Sra. Wilson,

El mes pasado, el 20 de junio, pedí una impresora en su sitio web (referencia del pedido, #CE879439). Antes de realizar el pedido, leí atentamente las condiciones y el artículo estaba en stock. Su página web dice que los artículos en stock se entregan en 48 horas.

**9. Positive**

Three weeks passed and nothing arrived. However, I noticed that payment had been taken from my credit card. I phoned your customer service line and the person that I spoke to, Anna, was rude and unhelpful. She said that the item was not in stock and that she didn't know when it would arrive. She could not explain why the money had been taken from my card.

Pasaron tres semanas y no llegó nada. Sin embargo, me di cuenta de que el pago se había cargado en mi tarjeta de crédito. Llamé a su línea de atención al cliente y la persona con la que hablé, Anna, fue grosera y poco servicial. Me dijo que el artículo no estaba en stock y que no sabía cuándo llegaría. No pudo explicar por qué se había retirado el dinero de mi tarjeta.

**10. Problem**

I have bought many things from you over the years, both from you London shop and your website, and I have always had good service. I can online imagine that this is a departure from your usual high standards and I am sure you will be able to resolve the situation in a satisfactory way. I look forward to hearing from you.  
Yours sincerely,  
Jesus Martinez

He comprado muchas cosas de ustedes a lo largo de los años, tanto en su tienda de Londres como en su sitio web, y siempre he tenido un buen servicio. Me imagino que esto es una desviación de sus altos estándares habituales y estoy seguro de que podrán resolver la situación de manera satisfactoria.  
Espero tener noticias tuyas.  
Atentamente,  
Jesús Martínez

**From**<sup>0</sup>

Jesus Martinez &lt;martinez\*\*\*@gmail.com&gt;

**To**<sup>1</sup>[brother\\*\\*\\*@gmail.com](mailto:brother***@gmail.com)**Subject**<sup>2</sup>

Complaint

**Person**<sup>3</sup>

Pearl Wilson,

**Position**<sup>4</sup>

Technicians's Asistant

**Service**<sup>5</sup>

Brother Printers Customer Service

**Address**<sup>6</sup>

PO BOX 876

London

**Date**<sup>7</sup>

July 16th 2021

Dear Ms Wilson<sup>8</sup>,

Last month, on 20 June, I ordered a printer from your website (order reference, #CE879439). Before placing the order, I read the conditions carefully and the item was in stock. Your website says that items in stock are delivered in 48 hours.

<sup>3</sup>Three weeks passed and nothing arrived. However, I noticed that payment had been taken from my credit card. I phoned your customer service line and the person that I spoke to Anna, was rude and unhelpful. She said that the item was not in stock and that she didn't know when it would arrive. She could not explain why the money had been taken from my card.

<sup>10</sup>I have bought many things from you over the years, both from you London shop and your website, and I have always had good service. I can online imagine that this is a departure from your usual high standards and I am sure you will be able to resolve the situation in a satisfactory way.

I look forward to hearing from you.

Yours sincerely,

Jesus Martinez

**PASOS PARA CREAR PRODUCCIÓN ESCRITA (WRITING) U ORAL (MONÓLOGO) DE NIVEL SUPERIOR:**

- 1.- Reconociendo si se pide hacerlo texto formal o informal y seleccionamos el **listado de favoritos** que le corresponde a dicho registro (link: \_\_\_\_\_), hay que tener en cuenta encabezado y cierre...
- 2.- **Frases elementales** de esta producción (página superior de A1-A2) a niveles superiores, las pasamos a nivel B1-B2-C1 con el objeto de titular o mejorar nuestra expresión del idioma, y para ello...
- 3.- Enriquecemos el texto con expresiones de nivel pero amoldándolas de tal forma que el texto tenga sentido, haciendo pequeñas modificaciones del mismo si se precisan.

**From**<sup>0</sup>

Jesus Martinez &lt;martinez\*\*\*@gmail.com&gt;

**To**<sup>1</sup>[brother\\*\\*\\*@gmail.com](mailto:brother***@gmail.com)**Subject**<sup>2</sup>

Complaint

**Person**<sup>3</sup>

Pearl Wilson,

**Position**<sup>4</sup>

Technicians's Asistant

**Service**<sup>5</sup>

Brother Printers Customer Service

**Address**<sup>6</sup>

PO BOX 876

London

**Date**<sup>7</sup>

July 16th 2021

Dear Ms Wilson<sup>8</sup>,

Last month, on 20 June, I ordered a printer from your website (order reference, #CE879439). Before placing the order, I read the conditions carefully and the item was in stock. **It's supposed**<sup>1</sup> items in stock are delivered in 48 hours according to your website.

**<sup>3</sup>Yet<sup>2</sup>**, Three weeks passed and nothing arrived. However, **I cannot help but point out<sup>3</sup>** I noticed that payment had been taken from my credit card. I phoned your customer service line, **but not all that glitters is gold<sup>4</sup>** and the person that I spoke **whose name is** Anna, was rude and unhelpful. **At first glance<sup>6</sup>** she said that the item was not in stock and that she didn't know when it would arrive. **We need to pin down<sup>11</sup> there were far-reaching effects<sup>13</sup>** because she could not explain why the money had been taken from my card.

**I might wonder<sup>15</sup> what the way forward is<sup>16</sup> due to <sup>10</sup>** I have bought many things from you over the years, both from you London shop and your website, **and it is worth highlighting<sup>26</sup>** I have always had good service. **Last but not least<sup>22</sup>** I can online imagine that this is a departure from your usual high standards **and I will turn a blind eye to it<sup>20</sup>**, I am sure you will be able to resolve the situation in a satisfactory way.

I look forward to hearing from you.

Yours sincerely,

Jesus Martinez