

# A letter of Complaint

Name \_\_\_\_\_

Date \_\_\_\_\_

61 Crossland Road  
Marshfield  
Manchester M8 6TG  
22/05/2022

The Manager  
Greenbridge Leisure Centre  
Central Park  
Fallowfield  
Manchester M8 5TR

Dear Sir/Madam,

1 I am writing to complain about the facilities at Greenbridge Leisure Centre. In July I visited the centre and purchased an annual membership card. At 2 the time, the membership adviser informed me that there were excellent swimming facilities but I have found this is not the case. Firstly, the pool is frequently overcrowded, as a large part of it is roped off for use by the local swimming clubs. Secondly, the changing area and toilets are extremely dirty and also there are only two showers in the women's changing room. Thirdly, there are a number of fitness classes but it is impossible to attend as they are all full. Finally, I arrived at the centre yesterday evening to discover the pool closed. I was very annoyed as I telephoned earlier in the evening to check it was open.

3 I am very dissatisfied with the facilities at the centre and would like a full refund of the fee for my membership card.

I look forward to hearing from you.

Yours faithfully,

Natalia Evanovich

1. In a letter of complaint, the words used are usually more formal (e.g. **purchased** rather than **bought**). Look at the words and phrases underlined in the letter. Find a word below with the same meaning.

money back

yearly

unhappy

told

find

often

not true

go to

2. Write the paragraph number which

a. describes the background to the complaint

b. says what the writer wants to happen

c. gives the reason for writing

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3. What words does the writer use to make sure the order of events is clear?

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4. Now look at these groups of sentences. Use the linking words to make one longer sentence.

a) I wanted to join a fitness club. I couldn't. There were no places.

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b) There is a sauna. There is a steam room. They are both closed at the moment.

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c) There was a crèche. It was closed. It was too expensive to run. Few parents used it.

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