Letter of Complaint: Useful Phrases & Language

Opening

- Dear Sir or Madam, / To whom it may concern,
- I am writing to express my disappointment with/dissatisfaction with the service I received in...
- I would like to lodge a formal complaint against your company for the reasons outlined below:
- I feel compelled to write to you in order to describe the

Listing Problems

- First of all,
- Not only was there a hair in my wife's soup, but the main course also arrived cold.
- On top of that...
- As if that was not enough...
- To top it all off...
- My first complaint is
- The first problem is
- The first thing I would like to draw your attention to is
- My first concern is
- The straw that broke the camel's back was...

Complaining Expressions

- The standard of the... was not up to scratch.
- The... was not up to the expected standard.
- The... left a lot to be desired.
- The... failed to live up to our expectations.
- We were left bitterly disappointed by...
- The quality of the customer service we received was woefully inadequate.
- The... was an absolute disgrace. (v.strong)
- Overall, our visit to your (restaurant) was an unmitigated disaster from start to finish.

Requesting Action

- It seems only fair that you should... (offer a full refund)
- I would appreciate it if you...
- I would be grateful if you...
- I suggest that you replace the item
- I therefore suggest that I be given a full refund
- I would be grateful if my money was refunded
- I would be grateful if you could give me a full refund
- Should these demands not be met, you will be hearing from my lawyers.
- I expect to receive compensation to the tune of (€2000) for the...

Making Recommendations

- I strongly recommend that your organisation...
- It would be advisable to...
- I suggest re-evaluating your procedures regarding...

Sign off

- look forward to receiving your reply.
- I look forward to hearing from you
- I look forward to receiving a full refund
- I look forward to receiving a replacement
- I look forward to receiving your explanation
- I expect to receive a prompt reply to this letter.
- Yours faithfully,

LIVEWORKSHEETS