

BUSINESS WRITING

Letter/Email of complaint

1. Order the following expressions or phrases for the correct part of a letter of complaint.

I strongly recommend that your organisation... / The... was not up to the expected standard.

Dear Sir or Madam, / To whom it may concern, / Yours sincerely,

I would like to lodge a formal complaint against your company for the reasons outlined below:

I look forward to receiving your reply. / I very much hope you will

The... left a lot to be desired. / I expect to receive a prompt reply to this letter.

I would appreciate it if you... / I suggest re-evaluating your procedures regarding...

It would be advisable to... / I expect to receive compensation to the tune of (€2000) for the...

Overall, our visit to your (restaurant) was an unmitigated disaster from start to finish.

The quality of the customer service we received was woefully inadequate.

I am writing to express my disappointment with/dissatisfaction with the service I received in

I would be grateful if you... / Yours faithfully,

Opening



To describe a problem or solution



To propose a solution



End of the letter



Closing

