Practice makes perfect

7a Look at the task, then write your letter of complaint. Use the letter in 2 and linkers from the Writing Bank to help you.

In March you ordered two tickets on the Internet for a concert by your favourite band, Muse. The tickets were very expensive. The concert was on 1st April, but the tickets didn't arrive until 3rd April. You rang the ticket company three times before 1st April and they promised the tickets would arrive on time. Write a letter of complaint to the manager of the ticket company.

- Explain what the problem is.
- Ask for a solution and explain what you will do if there is no solution.

1. An explanation of the reason for writing
I'm writing to complain about... the tickets and the service
I'm writing because I have a complaint to make.
I'm writing this email/letter to complain about...
of compaint to inform you that...

2. Where and when the problem began
On Sunday / Friday, March 4th / 6th ... I bought two tickets on this webpage : www.museonlline.com

3. Details of the complaint

I experienced the following problems:
The tickets were very expensive, I have the receipt, I rang the ticket company three times before 1st of April (the day of the concert)....
The ticket company promised the tickets would arrive on time / they didn't (However) (since) (In the end)
I had to buy them in person at the place of the concert so I could see the band the day of the concert.
I had to buy the tickets TWICE!
They arrived after the day of the concert APRIL 3rd.

4. Demand for a solution
I want / need / I'm asking for... a refund of the tickets I bought online because they arrived [late / 2 days after the concert.] (Furthermore)
I would also like... a free voucher with merchandise of the band / an apology for all the wasted time and money!

5. Action to be taken if there is no solution
If I don't get a refund and the free voucher I'll sue/take legal action agaist... your ticket company.

to:
from:
subject:

Dear _____