

A Complaint Email

Writing Strategy

1) Start with Dear Sir or Madam, and finish with Yours faithfully or start with Dear Mr./Ms X..., and finish with Yours sincerely

2) Use expressions common for formal emails such as:

I am writing to complain about...

I am writing to express my concern about the fact that...

I am writing

I would be grateful if

4) Do not use short forms.

5) Write your full name.

I would appreciate it if you could...

I am returning... with this letter.

Thanks for your assistance...

I look forward to hearing from you

1) Look at this formal email use the parts of the letter given on the right to fill the gaps.

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(a) I am writing to complain about a mobile phone that I bought from your shop in Broad Street last week.

(b) Although the quality is excellent, the instructions on the screen are in Chinese and I cannot understand them.

(c) I am returning the mobile phone with this letter. I would be grateful if you could repair or replace the mobile phone.

I look forward to hearing from you.

5

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Subject: Phone Problem

Yours sincerely,

Dear Sir or Madam

Mark Brown

To: Lee Electronics@gmail.com



2) In which paragraph (a-c) does Mark

1. Describe what happened? _____

2. Say what he wants the company to do? _____

3. Explain why he is writing the letter? _____

3) Answer the questions.

1. What is the full name of the person who wrote the letter? _____

2. What thing (item) is he complaining about? _____

3. When did he buy this thing? _____

4. What is the problem with it? _____

5. What is the customer enclosing with his letter? _____