

LETTER OF COMPLAINT

Instructions: Plan and write a letter of complaint for one of the situations below. Remember to use the appropriate tone (formal/informal), language (phrases and expressions). Organize your letter in paragraphs and include all the parts of a complaint letter.

Useful language:

I am writing with regard to...

To resolve this matter...

I have taken up this matter with...

Please contact me....

Thank you for your prompt attention to this matter...

DOs and DON'Ts

DO use a formal tone.

DON'T use contractions (I am not I'm)

DO organize with paragraphs

DO use the letter structure

DO be concise, considerate, constructive and clear

Situation 1

Your neighbors / new burglar alarm / alarm gone off / neighbours away / tried to talk to them / too busy /

Write a letter of complaint to your neighbors.

Situation 2

Recently you parked your car / thought it was legal / returned / parking fine / no-parking sign behind tree /

Write a letter of complaint to your local council.

