

A Letter of Complaint

Writing Strategy

1) Write your address, add the date in full.

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

3) Use expressions common for formal letters such as:

I am writing to complain about...

I would appreciate it if you could...

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

I am returning... with this letter.

I am writing

Thanks for your assistance...

I would be grateful if

I look forward to hearing from you

4) Do not use short forms.

5) Write your full name.

1) Look at this formal letter and number the parts of the letter given on the right to match the gaps.

1

(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 can't understand them.

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

I look forward to hearing from you.

2

3

- ☐ Yours faithfully
- ☐ Mark Brown
- ☐ Dear Sir or Madam



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?

4) Read the letter of complaint and complete the gaps by putting the words in 1-10 into the correct order.

Customer Services Department
Paradise Holidays

1 _____,
2 _____ a holiday I recently went on with Paradise Holidays.
My family and I spent two weeks from 14th August 2015 at the Calton Hotel in Navellia; 3 _____
_____ our holiday is BN77123.

First of all, on our arrival, there was nobody to greet us and when, after a 15 minute wait, we finally booked in, the girl was sullen and unhelpful and made no apology for her 4 _____.
My second complaint concerns the room we had. It was very dirty and did not have a sea view,
5 _____ when we booked the holiday. When we tried to explain this to the receptionist, she was extremely rude and refused to change our room.

To make matters worse, 6 _____. They served the same dishes every mealtime and the portions were very small, so we never felt full.

Finally, I should like to draw your attention to the evening entertainment which was a further disappointment.
7 _____ the hotel offered a wide range of entertainment, but in fact there was just one singer with a terrible voice, who sang the same songs every night.

All this has spoilt what should have been a wonderful holiday, and I would 8 _____
I suggest fifty per cent of the cost of the holiday. 9 _____ you could do it.

10 _____ from you.

Yours faithfully,
Samuel Morrison
Samuel Morrison

Samuel Morrison

1. Madam / Sir / Dear / or
2. complain / am / about / to / I / writing
3. reference / the / for / booking
4. absence / desk / lengthy / from / reception / the
5. for / we / although / this / extra / paid

6. food / problem / the / another / was
7. brochure / that / your / stated
8. like / refund / therefore / a partial
9. very / would / I / if / grateful / be
10. to / hearing / look / I / forward

5) Rewrite these informal sentences in a more formal style.

1. I'm really upset about my new mobile phone.

2. Please, phone me as soon as possible.

3. Here's the receipt for you to look at.

6) Write a letter of complaint to a shop.

Dear _____ or _____

I am writing to _____

I am returning _____

I look forward _____

Yours _____