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.

- (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

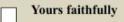


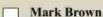
2) In which paragraph (a-c) does Mark

- 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?





Dear Sir or Madam





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

order.	s by putting the words in 1-10 into the correct
Customer Services Department Paradise Holidays	
a holiday I recently went	t on with Paradise Holidays.
My family and I spent two weeks from 14 th August 2015 at the our holiday is BN77123.	he Calton Hotel in Navellia; 3
First of all, on our arrival, there was nobody to greet us and was sullen and unhelpful and made no apology for her 4	
My second complaint concerns the room we had. It was very 5 when we booked the she was extremely rude and refused to change our room.	dirty and did not have a sea view, holiday. When we tried to explain this to the receptionist,
To make matters worse, 6 The	v 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 e the hotel offered a wide range.	entertainment which was a further disappointment.
with a terrible voice, who sang the same songs every night.	
All this has spoilt what should have been a wonderful holida I suggest fifty per cent of the cost of the holiday. 9	y, and I would 8you could do it.
10 from you.	
Yours faithfully,	
Samuel Morrison	
Samuel Morrison	
Samuel Morrison	
Samuel Mollison	
Samuel Mollison	
Samuel Morrison	
	6. food / problem / the / another / was
1. Madam / Sir / Dear / or	6. food / problem / the / another / was 7. brochure / that / your / stated
1. Madam / Sir / Dear / or 2. complain / am / about / to / I / writing	7. brochure / that / your / stated
1. Madam / Sir / Dear / or 2. complain / am / about / to / I / writing 3. reference / the / for / booking	7. brochure / that / your / stated 8. like / refund / therefore / a partial
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