Reading text: A letter of complaint

Dear Sir/Madam,

I am writing to express my dismay at the service at your Eden Hill branch on Saturday 14 January.

I often collect prescriptions from the pharmacy on behalf of my grandmother, Mrs Elaine Bingham. On this occasion there were two prescriptions: one for 10 x 50 mg Kendomol and one for 50 x 100 mg Leoprone. I was served quickly even though there appeared to be only one pharmacist on duty. However, as I was leaving I saw that I had been given 500 mg tablets of Kendomol. This is ten times stronger than the prescription called for.

If I hadn't noticed the difference between the prescription and the actual tablets, my grandmother could have taken a dangerous overdose of Kendomol. I would be worried about getting any future prescriptions at Eden Hill.

The pharmacist apologised and corrected the mistake but I wanted to bring it to your attention. I think it happened because there were not enough staff on duty. I understand that mistakes happen but there needs to be a minimum of two pharmacists at all times so all prescriptions can be checked.

I hope you can take steps to make sure this mistake does not happen again.
Yours faithfully,
Roger Bingham

Tasks

Task 1

Match the sentences (1–6) with the parts of the email (a–f).

Sentences

1. ..... Yours faithfully,
2. ..... I have been a regular customer of your shop for many years.
3. ..... I would like a refund of the difference as soon as possible.
4. ..... Dear Sir/Madam,
5. ..... I am writing to express my dissatisfaction at the service I received.
6. ..... After leaving your shop today, I realised I had been charged £100 instead of £10.

Parts of the email

a. greeting
b. introducing your reason for writing
c. background information
d. what went wrong
e. what you'd like to happen
f. closing

LIVEWORKSHEETS