

Name:.....

Class:.....

LESSON 3: WRITING A LETTER OF COMPLAINT

Fill the useful expressions in the correct blanks of the table below.

- I look forward to hearing from you soon.
- I look forward to hearing from you at your earliest convenience.
- I look to hear from you soon on this matter.

- I am writing regarding the recent purchase of...
- I am writing to express my dissatisfaction with the service I received....
- I am writing to complain about...
- I have been a loyal customer for many years, and have always been pleased with...
- I have been a loyal customer for many years, and until this incident never had any complaints.

- ... kindly replace the sweater or refund my money....
- I trust you will take my complaints seriously, and make every effort to improve your service in the future.
- I would also greatly appreciate a discount on my bill (receipt enclosed).
- I feel that I deserve both an apology for your assistant's behaviour and a promise that in the future you will implement better customer service training for your employees.

- I recently washed...However...
- Mr Raymond Mould was rather rude on the phone and informed me that...
- Although..... I found/ realized that....
- I feel disappointed to be treated in such a manner.
- I was shocked by the behaviour of one of your sales assistants.
- I left feeling extremely upset.

LAYOUT	USEFUL EXPRESSIONS
1. OPENING	
2. PROBLEMS	
3. SOLUTIONS	
4. CLOSING	