

WRITING

"A LETTER OF COMPLAINT"

WRITING BANK

Useful expressions in letters of complaint

- I am writing to complain / protest about ...
- I am writing on behalf of...
- I should like to draw your attention to ...
- My second / next / main complaint concerns ...
- To make matters worse,
- I urge you to ...
- I demand that you ...
- I would ask you to ...
- Might I suggest you ...
- The fact / truth / problem is that ...
- What annoys / surprises / amazes me is ...
- Yours faithfully (after Dear Sir / Madam)
- Yours sincerely (after Dear Mr / Mrs / Ms)

A LETTER OF COMPLAINT- STRUCTURE

What parts should a letter of complaint have?

1. **Salutation**
2. **Introduction (Why am I writing?)**
3. **Explaining the problem**
4. **Expressing dissatisfaction**
5. **Saying what you want**
6. **Closing the letter**

This image shows a single sheet of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

