

HANDLING COMPLAINT

Email Practice: BE Intermediate

Write a response letter for this complaint email!

Based on the following information.

Dear Mr/Mrs,

The older residents at 52 Acacia Avenue really need the lift. Unfortunately, you have charged us for repairs but our lift is out of order again.

We would be grateful if you could fix it as soon as possible.

Yours sincerely,

Mark Flynn

NOTE:

1. Problem obtaining parts
2. The lift can be fixed next week
3. Your company will give a catalogue of carpets for customer's lift for half price

Write here.

