

AN EMAIL OF COMPLAINT

ANNOUNCEMENT

STRUCTURE

Make a formal complaint about ordering a printer from Brother, which you have paid for but not received.
 Realiza un queja formal sobre el pedido de una impresora a la empresa Brother, que has pagado pero no has recibido

IMPORTANT*:

Main Word: Grammar: Vocabulary: 

Paragraph	Main Word	Grammar	Vocabulary
1	A detailed explanation of the problem 0. From 1. To 2. Subject 3. Person 4. Position 5. Service 6. Address 7. Date 8. Dear	PO BOX 876, London July 16th 2021 Dear Ms Wilson,	
2	Something positive about the company (if possible), and that you expect them to do something 9. Positive		
3	An introduction that gives the context of the problem 10. Problem.		

MÉTODO ISO - JMB

0. From
 Jesus Martinez <martinez***@gmail.com>
1. To
brother***@gmail.com
2. Subject
 Complaint
3. Person
 Pearl Wilson,
4. Position
Technicians's Asistant
5. Service
Brother Printers Customer Service
6. Address
PO BOX 876
London
7. Date
July 16th 2021
8. Dear
Dear Ms Wilson*,
 Last month, on 20 June, I ordered a printer from your website (order reference, #CE879439). Before placing the order, I read the conditions carefully and the item was in stock. Your website says that items in stock are delivered in 48 hours.

0. Desde
 Jesús Martínez <martinez***@gmail.com>
1. Para
hermano***@gmail.com
2. Asunto
 Reclamación
3. Persona
 Pearl Wilson*,
4. Cargo
 Asistente de técnicos
5. Servicio
Servicio de atención al cliente de impresoras Brother
6. Dirección
APARTADO DE CORREOS 876
Londres
7. Fecha
16 de julio de 2021
 Estimada Sra. Wilson,
 El mes pasado, el 20 de junio, pedí una impresora en su sitio web (referencia del pedido, #CE879439). Antes de realizar el pedido, leí atentamente las condiciones y el artículo estaba en stock. Su página web dice que los artículos en stock se entregan en 48 horas.

9. Positive

Three weeks passed and nothing arrived. However, I noticed that payment had been taken from my credit card. I phoned your customer service line and the person that I spoke to, Anna, was rude and unhelpful. She said that the item was not in stock and that she didn't know when it would arrive. She could not explain why the money had been taken from my card.

Pasaron tres semanas y no llegó nada. Sin embargo, me di cuenta de que el pago se había cargado en mi tarjeta de crédito. Llamé a su línea de atención al cliente y la persona con la que hablé, Anna, fue grosera y poco servicial. Me dijo que el artículo no estaba en stock y que no sabía cuándo llegaría. No pudo explicar por qué se había retirado el dinero de mi tarjeta.

10. Problem

I have bought many things from you over the years, both from your London shop and your website, and I have always had good service. I can online imagine that this is a departure from your usual high standards and I am sure you will be able to resolve the situation in a satisfactory way.

I look forward to hearing from you.

Yours sincerely,
Jesus Martinez

He comprado muchas cosas de ustedes a lo largo de los años, tanto en su tienda de Londres como en su sitio web, y siempre he tenido un buen servicio. Me imagino que esto es una desviación de sus altos estándares habituales y estoy seguro de que podrán resolver la situación de manera satisfactoria.

Espero tener noticias suyas.

Atentamente,
Jesús Martínez

From⁰

Jesus Martinez <martinez***@gmail.com>

To¹brother***@gmail.com**Subject²**

Complaint

Person³

Pearl Wilson,

Position⁴

Technicians's Asistant

Service⁵

Brother Printers Customer Service

Address⁶

PO BOX 876

London

Date⁷

July 16th 2021

Dear Ms Wilson⁸,

Last month, on 20 June, I ordered a printer from your website (order reference, #CE879439). Before placing the order, I read the conditions carefully and the item was in stock. Your website says that items in stock are delivered in 48 hours.

³Three weeks passed and nothing arrived. However, I noticed that payment had been taken from my credit card. I phoned your customer service line and the person that I spoke to Anna, was rude and unhelpful. She said that the item was not in stock and that she didn't know when it would arrive. She could not explain why the money had been taken from my card.

¹⁰I have bought many things from you over the years, both from you London shop and your website, and I have always had good service. I can online imagine that this is a departure from your usual hight standards and I am sure you will be able to resolve the situation in a satisfactory way.

I look forward to hearing from you.

Yours sincerely,
Jesus Martinez

PASOS PARA CREAR PRODUCCIÓN ESCRITA (WRITING) U ORAL (MONÓLOGO) DE NIVEL SUPERIOR:

- 1.- Reconociendo si se pide hacerlo texto formal o informal y seleccionamos el **listado de favoritos** que le corresponde a dicho registro (link: _____), hay que tener en cuenta encabezado y cierre...
- 2.- **Frases elementales** de esta producción (página superior de A1-A2) a niveles superiores, las pasamos a nivel B1-B2-C1 con el objeto de titular o mejorar nuestra expresión del idioma, y para ello...
- 3.-Enriquecemos el texto con expresiones de nivel pero amoldándolas de tal forma que el texto tenga sentido, haciendo pequeñas modificaciones del mismo si se precisan.

From⁰

Jesus Martinez <martinez***@gmail.com>

To¹brother***@gmail.com**Subject²**

Complaint

Person³

Pearl Wilson,

Position⁴

Technicians's Asistant

Service⁵

Brother Printers Customer Service

Address⁶

PO BOX 876

London

Date⁷

July 16th 2021

Dear Ms Wilson⁸,

Last month, on 20 June, I ordered a printer from your website (order reference, #CE879439). Before placing the order, I read the conditions carefully and the item was in stock. **It's supposed₁** items in stock are delivered in 48 hours according to your website.

³Yet₂, Three weeks passed and nothing arrived. However, **I cannot help but point out₃** I noticed that payment had been taken from my credit card. I phoned your customer service line, **but not all that glitters is gold₄** and the person that I spoke **whose name is** Anna, was rude and unhelpful. **At first glance₆** she said that the item was not in stock and that she didn't know when it would arrive. **We need to pin down₁₁ there were far-reaching effects₁₃** because she could not explain why the money had been taken from my card.

I might wonder₁₅ what the way forward is₁₆ due to¹⁰ I have bought many things from you over the years, both from you London shop and your website, **and it is worth highlighting₂₆** I have always had good service. **Last but not least₂₂** I can online imagine that this is a departure from your usual hight standards **and I will turn a blind eye to it₂₀**, I am sure you will be able to resolve the situation in a satisfactory way.

I look forward to hearing from you.

Yours sincerely,
Jesus Martinez