

# Format of letter of complaint

1. Rearrange the format of letter of complaint by dragging the colored boxes into the right spaces.

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[Empty box for address]

Syafiqa Rizal,  
45, Jalan Permai 9,  
Taman Permai,  
47190 Puchong,  
Selangor.

The Director,  
Maju Municipal Council,  
56, Jalan Maju,  
47190 Shah Alam,  
Selangor.

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[Empty box for address]

  
(SYAFIQA RIZAL)

[Empty box for name]

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2. For the past three months, rubbish has not been collected regularly. The waste disposal truck comes only once a week. The uncollected garbage has attracted not only flies and mosquitoes but also stray dogs. These stray animals also scatter the rubbish and make the roads dirty and smelly. Furthermore, plastic bags of rubbish eventually end up in drains and block the water from flowing rapidly.

3. These blocked drains have caused flash floods in our housing area. When there is heavy rain, water overflows from the clogged drains onto roads and enters houses. The residents are very frustrated and unhappy with the situation as their daily routines have been affected.

4. We would appreciate it if the Municipal Council collects rubbish according to schedule. This will definitely stop flash floods from occurring in our housing area.

Yours faithfully,

25 April 2022

Thank you.

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Dear Sir,

Complaints about Clogged Drains

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I am writing on behalf of the residents of Taman Permai, Puchong. We wish to complain about the poor drainage system in our residential area due to inefficient rubbish disposal.