

When you write a letter of complaint, make sure you include:

- greeting
- the reason for writing (e.g. *I am writing to ...*)
- (background information +) what went wrong
- what you expect now
- closing

Use a formal style: passives, formal phrases, no contractions, no phrasal verbs.

Divide the letter into paragraphs.

1. Practice the necessary vocabulary here before you do the exercise below:

[quizlet.com/8wg0es?x=1qqt&i=1r7nxa](https://quizlet.com/8wg0es?x=1qqt&i=1r7nxa)

2. Do the three writing TASKS on this page:

<https://learnenglish.britishcouncil.org/skills/writing/upper-intermediate-b2/a-letter-of-complaint>

3. Practise using passive voice: [https://engly.pl/tasks/text\\_task/624](https://engly.pl/tasks/text_task/624)

## A letter of complaint

Put the paragraphs in the correct order

**First of all**, ... (write a full sentence about the first flaw).

**In addition/Moreover**, ... (write a full sentence about another flaw)

**To make matters worse**, ... (write a full sentence about another flaw).

**Dear Sir or Madam,**

**Such careless service is intolerable and I demand a full refund. I am enclosing a copy of my receipt. I hope that I will not be forced to take further action.**

**I am looking forward to hearing from you.**

**Yours faithfully,**

**XYZ**

**I am writing to express my strong dissatisfaction with the service (course, item, device, equipment) that I received from your shop (travel agency, school, firm). In fact, I have already phoned your secretary's office about the problem but unfortunately nothing has changed.**

**1. ....**

**2. ....**

3. ....

4. ....

5. ....