

# A Letter of Complaint



## Writing Strategy

- 1) Write your address, add the date in full.
- 2) Start with Dear Sir or Madam, and finish with Yours faithfully or start with Dear Mr./Ms X..., and finish with Yours sincerely
- 3) Use expressions common for formal letters such as:  
 I am writing to complain about...  
 I am writing to express my concern about the fact that...  
 I am writing ....  
 I would be grateful if .....
- 4) Do not use short forms.
- 5) Write your full name.

- I would appreciate it if you could...  
 I am returning... with this letter.  
 Thanks for your assistance...  
 I look forward to hearing from you

1) Look at this formal letter and number the parts of the letter given on the right to match the gaps.

1	<input style="width: 95%;" type="text"/>	
2	<input style="width: 95%;" type="text"/>	3 <input style="width: 30%;" type="text"/>
4	<input style="width: 95%;" type="text"/>	
<p>(a) I am writing to complain about a mobile phone that I bought from your shop in Broad Street last week.</p> <p>(b) Although the quality is excellent, the instructions on the screen are in Chinese and I can't understand them.</p> <p>(c) I am returning the mobile phone with this letter. I would be grateful if you could repair the fault or replace the mobile phone.</p> <p>I look forward to hearing from you.</p>		
5	<input style="width: 95%;" type="text"/>	
6	<input style="width: 95%;" type="text"/>	

- Yours faithfully
- Mark Brown
- Lee Electronics  
35c Broad Street  
Birmingham
- Dear Sir or Madam
- 17 Green Close  
Birmingham  
GN55 7TY
- 15<sup>th</sup> November 2014



2) In which paragraph (a-c) does Mark

1. describe what happened? \_\_\_\_\_
2. say what he wants the company to do? \_\_\_\_\_
3. explain why he is writing the letter? \_\_\_\_\_

3) Answer the questions.

1. What is the full name of the person who wrote the letter? \_\_\_\_\_
2. What thing (item) is he complaining about? \_\_\_\_\_
3. When did he buy this thing? \_\_\_\_\_
4. What is the problem with it? \_\_\_\_\_
5. What is the customer enclosing with his letter? \_\_\_\_\_

**4) Read the letter of complaint and complete the gaps by putting the words in 1-10 into the correct order.**

19 Water Street  
Manchester  
N22 3BE

Customer Services Department  
Paradise Holidays  
Manchester K35 8FR

11<sup>th</sup> NOVEMBER 2020

1 \_\_\_\_\_,  
2 \_\_\_\_\_ a holiday I recently went on with Paradise Holidays.  
My family and I spent two weeks from 14<sup>th</sup> August 2015 at the Calton Hotel in Navellia; 3 \_\_\_\_\_  
\_\_\_\_\_ our holiday is BN77123.

First of all, on our arrival, there was nobody to greet us and when, after a 15 minute wait, we finally booked in, the girl was sullen and unhelpful and made no apology for her 4 \_\_\_\_\_.  
My second complaint concerns the room we had. It was very dirty and did not have a sea view,  
5 \_\_\_\_\_ when we booked the holiday. When we tried to explain this to the receptionist, she was extremely rude and refused to change our room.

To make matters worse, 6 \_\_\_\_\_. They served the same dishes every mealtime and the portions were very small, so we never felt full.

Finally, I should like to draw your attention to the evening entertainment which was a further disappointment.

7 \_\_\_\_\_ the hotel offered a wide range of entertainment, but in fact there was just one singer with a terrible voice, who sang the same songs every night.

All this has spoiled what should have been a wonderful holiday, and I would 8 \_\_\_\_\_  
I suggest fifty per cent of the cost of the holiday. 9 \_\_\_\_\_ you could do it.

10 \_\_\_\_\_ from you.

Yours faithfully,  
*Samuel Morrison*

1. Madam / Sir / Dear / or
2. complain / am / about / to / I / writing
3. reference / the / for / booking
4. absence / desk / lengthy / from / reception / the
5. for / we / although / this / extra / paid

6. food / problem / the / another / was
7. brochure / that / your / stated
8. like / refund / therefore / a partial
9. very / would / I / if / grateful / be
10. to / hearing / look / I / forward

**5) Rewrite these informal sentences in a more formal style.**

1. I'm really upset about my new mobile phone.

\_\_\_\_\_

2. Please, phone me as soon as possible.

\_\_\_\_\_

3. Here's the receipt for you to look at.

\_\_\_\_\_

**6) Write a letter of complaint to a shop.**

Dear \_\_\_\_\_ or \_\_\_\_\_

I am writing to \_\_\_\_\_

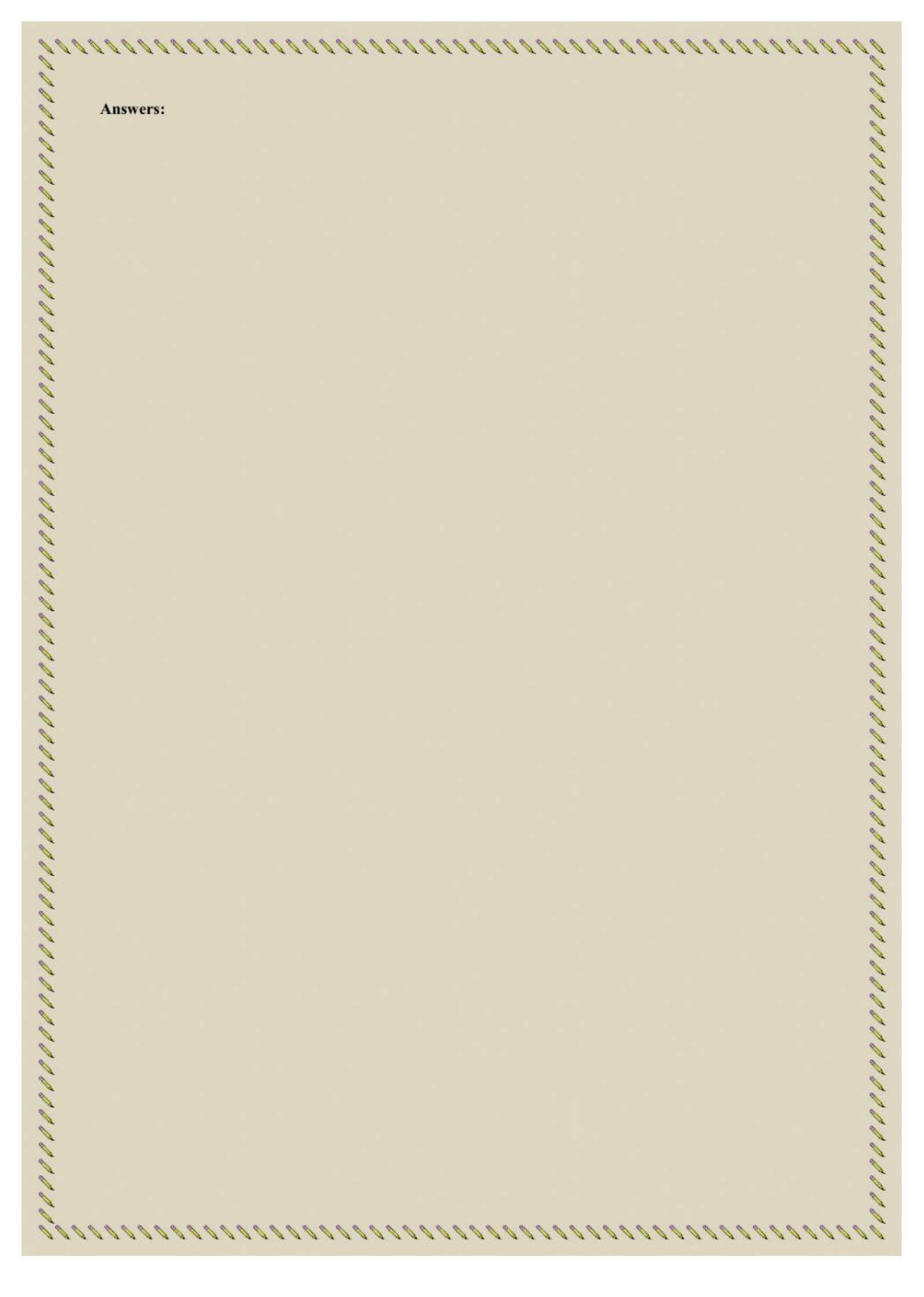
\_\_\_\_\_

I am returning \_\_\_\_\_

\_\_\_\_\_

I look forward \_\_\_\_\_

Yours \_\_\_\_\_

A decorative border of yellow pencils with purple erasers surrounds the page. The pencils are arranged in a rectangular frame, with the erasers pointing outwards.

**Answers:**

