Complaint Letters: Purpose and Tone



1. Read about writing an effective complaint letter.

Writing a complaint letter in a polite and well-organized manner is an important part of professional business communications. The tone of your letter should be straightforward and reasonable, not angry or threatening. Remember, the person reading your letter may not be directly responsible for your problem, but he or she may be able to help you find a solution to your complaint. If you are dissatisfied with a product or service, the letter should identify the specific complaint, important details about the service or product that you are unhappy with, and the action you want the reader to take. Using polite expressions and good organization makes your communication effective.

2. Check your comprehension. Answer the questions about writing a complaint.

a. What are the qualities of an effective complaint letter?

_____

b. What tone does the author recommend?

_____

c. What information should be included in a complaint letter?

_____

3. According to the text, why is it important to be polite? Underline the lines in the text to support your answer.

4. Formality is also important in business communication. Match each statement with a formal way to express the same idea. *Note: Two answers are interchangeable.*

A.	This letter is to tell you…	_____	In addition….
B,	My employees told me…	_____	I am writing in regard to….
C.	You know that…	_____	I am very disappointed in….
D.	And…..	_____	It was brought to my attention…
E.	I am really angry…	_____	I would like to discuss this matter...
F.	I want to talk to you….	_____	As you can imagine….
G.	Also, ….	_____	Furthermore….

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