8 AN EMAIL OF COMPLAINT

From: Chris Mason <chrismason.1952@fastmail.com>
To: sandra.adams@johnleavis.com
Subject: Complaint

Sandra Adams
Head of Department
John Leavis Customer Service
PO Box 908
Swindon

May 19th 2018*

[1]_____ Ms Adams,

A Last month, on 25 April, I ordered a coffee machine from your website (order [2]_____, #CE437184). Before placing the order, I read the conditions carefully and the item was [3]_____. Your website says that items in stock are [4]_____ in 48 hours.

B Two weeks passed and nothing arrived. [5]_____, I noticed that payment had been taken from my credit card. I phoned your customer service line and the person that I spoke to, Becky, was rude and [6]_____. 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.

C I have bought many things from you over the years, both from your London shop and your website, and I have always had good [7]_____. I can only 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 [8]_____ to hearing from you.

[9]_____ sincerely,

Chris Mason

* **Note** A formal email and a formal letter are exactly the same. We always include the address and the date in a formal letter.

a Read the email of complaint. Then answer the questions.

1 Who is Chris Mason complaining to?
2 What item is he complaining about? Why?
3 Who did he contact first?
4 What problem did he have when he phoned to complain?

b Match paragraphs A, B, and C in the email to what they say.

Paragraph ☐	something positive about the company (if possible), and that you expect them to do something
Paragraph ☐	an introduction that gives the context of the problem
Paragraph ☐	a detailed explanation of the problem

c Read the email again and complete the gaps with a word from the list.

Dear delivered forward However in stock
reference service unhelpful Yours

d **Write** an email of complaint about something you bought online. **Plan** what you're going to write. Write three main paragraphs. Use the paragraph notes in **b** and the language in the **A formal email** box on p.121 to help you.

e **Check** your email for mistakes (grammar, vocabulary, punctuation, and spelling).

p.83

LIVEWORKSHEETS