

Resource 35

An email of complaint

Focus review 7, Writing

Part 2

arrived	complain	disappointed
sincerely	making	regards
		refund

- a I ordered the phone a month ago, on July 17, and it still has not _____.
- b I am writing to _____ about the phone that I bought online and have not received.
- c Dear Mr Stevenson,
- d I expect the phone to be here by tomorrow or I will want a full _____ and compensation.
- e I am very _____ with the service of your company.
- f Yours _____, Mark Stutter
- g I have already emailed you twice but I have not received an answer. That is why I am _____ a formal complaint now.

The correct order is:

- 1 c, d, a, b, e, g, f
- 2 c, b, e, a, f, g, d
- 3 c, b, a, e, g, d, f