**LETTERS OF COMPLAINT**

In a formal letter making a complaint, you may use a mild tone for complaints about minor problems or a strong tone for complaints about more serious matters, especially when you are extremely upset or annoyed. However, the language you use should never be rude or insulting.

**In the opening remarks, you state your complaint, including details of what has happened and when-where the incident took place.**

(mild) : I am writing in connection with....../ to complain about.......the terrible behaviour / attitude / rudeness of ...................

I am writing to draw your attention to ........................... which......................

I was disappointed by the ..............................I recently purchased from your company.

(strong) : I wish to bring to your attention a problem which arose due to your staff / inefficiency...................

I am writing to express my strong dissatisfaction at....................................

I wish to express my dissatisfaction / unhappiness with the product / treatment I received from............................ on...........................

**In the main body paragraphs, you present each of the specific points you are complaining about. You start a new paragraph for each point and justify these points by giving examples / reasons.**

Although you advertise top quality, I felt that the product I purchased was well below the standard I expected.

**In the closing remarks, you should explain what you expect to happen ( e.g. to be given a refund, replacement, apology,etc.)**

(mild) : I hope you will replace.................

I feel / believe that I am entitled to a replacement / refund....

I hope that this matter can be resolved / dealt with promptly.

I hope I may expect compensation in the form of a new .......................

I would ask you to replace the....................... or give me my money back.

I hope that you will deal with this matter quickly.

I hope to hear from you at your earliest convenience.

I look forward to hearing from you at your earliest convenience.

I would appreciate your help.

(strong): I insist on / demand a full refund / an immediate replacement, etc.....or I shall be forced to take legal action / the matter further.

1. **Read the letter and fill in the gaps with words / phrases from the list.**

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| **but, also, furthermore, not only, however, in addition to, firstly, to make matters worse.** |

Dear Sir / Madam,

**(paragrah 1 )......................................**

I am writing to express my strong dissatisfaction at the disgraceful treatment I received at the Walford branch of Stimpson’s Electronics yesterday afternoon.

**(paragrah 2 ).......................................**

1........................................., the product I was given was not the model I had asked for. The new X-140 calculator was demonstrated to me by the sales assistant, and I agreed to buy it. 2..............................................., on unpacking my purchase, I saw that I had been given the smaller X-201 model instead.

**(paragrah 3 )......................................**

3............................................, this calculator was much cheaper than the model I requested and paid for. It didn’t have any of the features I needed and was much more basic than the one I was shown to begin with.

**(paragrah 4 ).....................................**

4..............................................., I was deeply offended by the behaviour of the sales assistant when I went back to the shop to complain. He was 5..................................... impolite, 6...............................................unheplful. He refused to contact the manager when I asked to speak to him about the incident.

(**paragrah 5 )....................................**

As you can imagine, I am extermely upset. I must insist on a full refund, 7................................

A written apology from the local manager, or else I shall be forced to take further action. I expect to hera from you as soon as possible.

Yours faithfully,

Caroline Adams

**II. Answer the questions.**

1. Why is Mrs. Adams complainig?
2. What are her specific complaints?
3. Does she justify her complaints? If so, how?
4. What is she expecting?
5. What will Mrs Adams do if she is not satisfied?
6. Has she used a mild tone or a strong tone? Underline the words or phrases to justify your answer.

**III. Join the following complaints to their examplas, reasons, using linking words / phrases from the list below.**

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| **even though – however – in spite of the fact – nevertheless – although - but** |

1. The new game took fifteen minutes to load onto my computer. The salesman said it would load instantly.

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1. I paid for a set of five compact discs. There were only three compact discs in the box.

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1. The advertisement siad that the tent was waterproof. Rain continually dripped into the tent.

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1. The bicycle was brand new. The chain came off my bike the first time I rode it.

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1. The battery went flat after only two hours. The instructions said it lasted for sixteen hours.

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**IV.** You recently went for a meal at Benny’s fast food restaurant, which is a part of an international chain. Unfortunately, the service was very slow and the food was badly cooked , so you complained to the supervisor. However, he was very rude to you and insisted on your paying for the meal. You have decided to write a letter of complaint to the company’s head office. Write your letter, explaining the reasons for your complaint and saying what you expect the company.

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