**TYPE 5 : Writing a letter of complaint**

**I / When is a letter of complaint needed?**

When people are **dissatisfied** with (**concerned** about):

-a product they purchased;

-a service they did not receive – or not in conformity with previous arrangement;

-a right they’ve been deprived of.

**II / Who is it addressed to?**

-to the service provider (seller) or to the editor of a newspaper or magazine

**III / Layout of a letter of complaint**

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| --- |
| Sender’s address  Date (Month in words)  Receiver’s address (name, title and address of the person you are complaining to)  Salutation (Dear Sir / Madam, ; or Dear Mr. / Mrs. + Family name, )  Paragraph 1 : State the reason for writing and write like this :  I am writing to complain about / to show my dissatisfaction / my concern about ….  Paragraph 2 : State the problem / the relevant details of what happened  Paragraph 3 : the required measure; tell the receiver what you expect him to do ;  Closing : I look forward to hearing from you / or I look forward to your (prompt) reply  Yours sincerely (When the name is mentioned) Yours faithfully (When no name is mentioned – only dear sir / madam is used)  Write your name and sign  Encs. (When a document is enclosed) |

**IV / A sample letter of complaint**

|  |
| --- |
| Dear Sir / Madam,  I went on a package tour, arranged by your Travel Company, to Paris last week. I expected to spend a nice holiday since everything you advertised was great. Unfortunately, the whole package was awfully disappointing.  To start with, the hotel was not only dirty but also noisy; dust was everywhere and the bathrooms were smelly. Besides, the food was not delicious at all; the same dish was served every night. What made matters worse, the hotel was so crowded and noisy that we could not sleep at night.  Adding insult to injury, there was no guide for the tour; so we had to explore the place by ourselves and some of us got lost.  I hope that you understand how terrible our holiday was. I am expecting your company to consider a refund for the spoilt holiday and make sure customers get value for money when they rely on your services.  I look forward to receiving a prompt reply.  Yours faithfully,  Jane Milady |

**V / Practice Exercices**

**1)Consider the following words / phrases and circle the odd one**

a-conveniently – properly – temporarily – in the right way

b-out of order – broken out – doesn’t function – works properly

c-recognize – admit – deny – assume responsibility

**2)Circle the right alternative**

Dear Mr. Clear:

I**(brought – bought – sold )** a portable Sony CD player on in at December 25, 2009 **(from - with - in)** your local store. **(I am paid - I am paying - paid)** $200 . After **(use - using - used)** it, I **(found - founded – funded)** that it is **(able - enable - unable)** to function according **(with - to - by)** my needs.

I **(had contacted - have contacted - was contacted)** the store, but the head of staff denied **(responsibility - irresponsibility - responsible) (of - for – about)** the product. I have **(any - some - no)** doubt that this problem will **( interest - interesting - interested)** you and you will take the necessary **(means - measures - measurement).**

I look forward to **(hear - hearing - heard)** from you.

Yours**( sincerely - faithfully - sincere)**,

**3)Complete the missing sections in the letter below with your own words. The bracketed hints might guide you.**

Dear Mrs. Cliff:

I purchased (product) ………………….on (date)……………………… from (shop) ………………….. . I paid (amount) ………….. . When I took it home and tried (or tried it on if it is a garment), I found it (problem) …………………………… .

I have contacted (person or job title) ……………………………………………, but he / she or they refused to assume responsibility for the product, even though I (justification) ……………………………………………………. .

I have no doubt that this problem will be given due attention by you. I expect a (solution you suggest) …………………………..

…………………………………………………………………………….. .

I look forward to your prompt reply.

Sincerely yours,

Paula French

**4)** The following is the “Complaint record Card” that the employee in the Customer relations Department has:

|  |  |
| --- | --- |
| **COMPLAINT RECORD CARD** | |
| Customer’s name:  Date of letter:  Deficient Product:  Date of purchase:  Purchase price:  Cause of complaint: | Jane Orell  2 April 2010  Mobile Phone  25 February 2010  £ 75  Reduced screen display  Flash light not working  Taken back to store where purchased – repairs took 2 weeks - phone still deficient. |

Use the information provided to write Jane Orell’s **letter of complaint** to the ‘Cellphone’ Store manager.