LETTER OF COMPLAINT

- I am writing to complain about...
- I am writing to express my concern about the fact that...
- I must complain in writing about...
- I feel I must complain to you about...
- I wish to complain in the strongest terms about...
- I must insist that you...
- I must urge you to...
- I am writing to inform you of an apparent error in your records...

COMPLAINT – other useful phrases

- · Poor standard of service/slow service
- · No accommodation/Travel delays/Rather rude staff
- Badly scratched/dented wrapping/packaging
- To claim/demand for a refund
- Defective/faulty goods/defective item/machine
- The... may need replacing
- To restore an item to full working order...
- I am enclosing the broken radio in this package; please send me a replacement..
- I am returning ... to you for correction of the fault/for inspection/repair/servicing
- I am asking for/I wish to get a replacement
- You said that ... I feel sure there must be some mistake as I am sure that...

COMPLAINTS - ending

- I do not usually complain, but, as an old customer, I am sure you will be interested in my comments.
- We look forward to dealing with this matter without delay.
- I feel that your company should consider an appropriate refund.
- I would be grateful if you would send me a complete refund as soon as possible
- We feel there must be some explanation for (this delay) and expect your prompt reply.
- Will you please look into this matter and let us know the reason for ...
- Thank you for your assistance.
- I look forward to hearing from you at your earliest convenience.
- I am returning the damaged goods/items... and shall be glad if you will replace them.
- Please look into this matter at once and let me know the delay.
- Please check your records again.
- Thank you for your cooperation in correcting this detail...

I wish to draw your attention to...

I would suggest that...

I suggest that immediate steps be taken.

I wish to complain about...

I look forward to a prompt reply and hope that you will take into

consideration...

I am really dissatisfied with...

Formal Letters.

Useful phrases (Skills for 1st Certificate – Writing, Macmillan)

Greeting	Name unknown: Dear Sir/Madam ,
	Name known: Dear Mr/ Dear Mrs / Dear Ms+ surname
Reason for writing	I am writing to I am writing with regard to
	I am writing on behalf of
Asking questions	I would be grateful if I wonder if you could
	Could you?
Referring to their letter /points	As you stated in your letter, Regarding/
	Concerning
	With regard to
Closing expressions	If you require any further information, please do not
	hesitate to contact me.
	I look forward to hearing from you.
Signing off	If Dear + name: Yours sincerely,
	If Dear Sir/ Madam: Yours faithfully
	(Dear + first name : Yours,)
name	Your first name + surname printed clearly under your signature

Plan of letters.

	Dear
Paragraph 1	
Paragraph 2	
Paragraph 3	
Paragraph 4	
Closing	
expression	
Yours	
First name and	
surname	

Sample letter.

You recently visited a local sports centre and were dissatisfied with the service provided. You have decided to write to the manager.

Carefully read this advertisement for the sports centre and the notes you have made. Write a letter to the manager, complaining about the service you received and suggesting improvements.

Newtown Sports Centre

Now in its third year, your sports centre offers

- A fully- equipped gym
- Professional staff
- A swimming pool
- Full-size tennis courts
- Lessons in many sports

So, get your trainers on and come on down.

Practise your backstroke! Lose a few pounds!

Newtown Sports Centre is the place to be!

Model.

Your address

The Manager, Address of Sports Centre.

Date

Dear Sir/Madam.

I am writing following a recent visit to the Newtown Sports Centre. I would like to express my disappointment with the service I received.

Although the staff were generally polite and helpful, they seemed to lack basic sports knowledge. None of them could offer any advice to me on choosing a tennis racket. **I suggest that you** send your employees on suitable training courses..

Another cause for complaint was that the swimming pool was closed. I understand that repairs and maintenance need to be carried out. However, when I called for information the day before my visit, the receptionist did not mention that the pool was closed. If I had known, I would have visited the sports centre at another time.

Finally, offering lessons in different sports is a good idea, but **in my opinion** they seem to be very expensive. Considering the membership fee, the prices of lessons should be lower, and more sports should be offered. I was disappointed that neither diving nor windsurfing was available.

I hope you will take these points into consideration. I look forward to hearing from you.

Yours faithfully,

Joe Bloggs.

Checklist.

When you have written your letter, check:

- It is a formal letter
- It includes all the information necessary
- You have asked all the questions you need to
- The questions are correctly formulated indirect questions
- The letter is divided into paragraphs
- You have checked the letter carefully for mistakes