

7 A LETTER OF COMPLAINT

- a Read the letter 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?
 - 5 In which paragraph does Chris use flattery? How?
- b Read it again and complete the gaps with a word from the list.

Dear delivered forward However in stock
reference service unhelpful Yours

Useful language: a formal letter (or email)

You don't know the person's name

Start: *Dear Sir / Madam,*

Finish: *Yours faithfully,*

You know the person's name

Start: *Dear + Mr / Ms / Mrs Garcia,*

Finish: *Yours sincerely,*

Style

- Don't use contractions
- Write *I look forward to hearing from you.* as the final sentence
- Write your full name under your signature

Note: a formal email is exactly the same as a formal letter, except in an email we don't write the address or date.

- c **Write** a letter (or an email) of complaint about something you bought online. **Plan** what you're going to write. Use the **Useful language** to help you.
- d **Check** your letter or email for mistakes (grammar, vocabulary, punctuation, and spelling).

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

May 19th 2013

¹ *Dear* _____ Ms Adams,

Last Wednesday, 25 April, I ordered a coffee machine from your online store (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.

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 they would arrive. She could not explain why the money had been taken from my card.

I have bought many things from you over the years, both from your London shop and the online store, 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

Chris Mason