



## Weekly writing task

### Letter of complaint



#### ***Welcome young writers!***

Your task this week is to write a letter of complaint. This could be a personal experience that you have encountered or a completely made up one!

- 1) Have a brainstorm of what you are going to complain about. Think about a number of different things that you can complain about, e.g. the lack of cleanliness at a hotel that you stayed in, the pool not being clean, the plates at the dining table having marks on them, etc. The more things that you have to complain about, the better! Remember, you will need to fully explain why you were not happy about each point that you mention.
- 2) Layout your letter. Use the example to help you. You will need your address, the person's address who you are writing to and the date that you are writing the letter.
- 3) Address the letter as 'Dear \_\_\_\_\_,'
- 4) Remember to then start writing your letter on the line directly underneath 'Dear \_\_\_\_\_,' and in line with the comma from after Dear \_\_\_\_\_,
- 5) Write your letter.

P1 – the reason why you are writing to the company

P2 – State the points that you are not happy about. Remember to fully explain each point of why you are not happy with the service provided.

P3 – Your conclusion – what you expect to receive for such a bad service and what you will do if this is not met.

- Finish your letter with 'Yours sincerely' if you know the name of the person who you are writing to.
- Finish your letter with 'Yours faithfully' if you do not know the name of the person who you are writing it to and addressed your letter as 'Dear Sir/Madam,'

#### **Some tips!**

Remember, your letter is formal so try not to use contractions, e.g. don't, can't, won't

Here are some sentence starters that you may find helpful:

## Word bank – formal letter of complaint

Dear Sir or Madam,  
I am writing to complain about...  
I am writing to inform you that...  
I am writing to tell you about...  
This happened when.....  
In addition to this...  
Furthermore....  
I would also like to point out that...  
It is my opinion that...  
I expected...  
I hoped...  
I believed...  
In addition...  
How would you feel if...?  
How would you respond if...?  
I would like to suggest that...  
To improve this situation, I think...  
In conclusion...  
Yours faithfully,  
Yours sincerely,

### Success Criteria

Try to include the following in your letter of complaint:

Success criteria	
Capital letters	
Full stops	
Paragraphs	
Expanded noun phrase (adjective, adjective noun)	
Fronted adverbials	
conjunctions	
Colon (in a list or to replace the word because) :	
Semi colon (to replace a FANBOYS) ;	
Conclusion	

### Example

Remember – your letter of complaint can be better than this!

Wheeler's Deals  
12 Main Street  
Baytown  
Kent  
KT15 8RL

7 Jasmine Road  
Essex  
EX36 9EL

24th June 2016

Dear Mr Wheeler,

I bought a red, 2005, Buzuki Whiz from your dealership on 16th July 2015 and to say I am unhappy with the purchase is an understatement. I've tried calling your garage a number of times but as soon as I give my name, the line goes dead. I am writing this formal letter of complaint to inform you of the serious issues I have had with the vehicle and what I expect from you as a result.

Days after buying the car, I experienced the following problems: thick smoke coming from the exhaust, a loud rattling noise under the car bonnet, faulty windscreen wipers, a heater which only blows cold air, a broken horn, a sun roof which refuses to open and just yesterday one of the wing mirrors fell off. Mr Wheeler, you assured me that this car was in excellent condition and I trusted you. This car is unfit to drive and could have caused me to be involved in a road traffic accident.

Firstly, I demand a full refund by the end of the month. Furthermore, the car is sitting in our driveway and I expect that someone will come to collect it by the end of the week. Please be assured that if my expectations aren't met, I will be taking the matter further.

Yours sincerely,

Mr S.Holmes