



Blackburn with Darwen

ADULT LEARNING

Written complaints

Activity Task: Writing: looking at letters of complaint

1 Look quickly through the letter below and answer the questions following it.

Dear Sir or Madam,

A I am writing to complain about your hotel, which I stayed in with my family last week.

B We booked an en-suite family room, but we were most unhappy with it. Firstly, the shower did not work so we had to use another bathroom along the corridor. In addition, the room was very hot, but we could not open the windows because the street outside was so noisy. Finally, my son's bed was very uncomfortable and it gave him backache.

C We feel that you should give us a full refund because the hotel was not of the standard we expected and we did not enjoy our holiday at all.

Yours faithfully,

Gary Smith

A Who is the letter written to?

B What is the complaint?

C How many problems does the writer mention?

D What action does the writer want?

2 What is the purpose of each paragraph? Match each paragraph A B and C with a purpose 1–3.

Paragraph **A** 1 Say what result you expect.

Paragraph **B** 2 Give your reason for writing.

Paragraph **C** 3 Give details of the problem.

3 Look at these six sentences from different letters of complaint. Match them to the purposes in the box.

a I would like an apology and compensation for the poor service.

b Although your brochure said the bungalow had a view of the sea, it was on a busy road in the middle of the town and had no view.



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- c I expect a full refund of my deposit.
- d I am writing to complain about the long delay to my journey and the rudeness of your staff.
- e We ordered a taxi for 2:30 pm, but it did not arrive until 3 pm, so we missed our train.
- f I am writing to enquire about my lost luggage.

Reason for writing..... d	Details of the problem.....	Result you expect
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