Tuesday 28th April 2020

Y10: P1

LO: to create a letter of complaint focusing on language, structure and form.

Starter:

Have you ever formally complained about something? Provide examples.

Activity:

You recently stayed at one of a chain of large hotels and encountered a number of problems during your stay.

Write a letter to the company’s head office detailing the problems you had, describing what happened when you complained to the hotel staff and suggesting ways the company could improve its service.

Opening:

* Dear Sir or Madam, / To whom it may concern,
* I am writing to express my disappointment with/dissatisfaction with the service I received in…
* I would like to lodge a formal complaint against your company for the reasons outlined below:
* I feel compelled to write to you in order to describe the…

Listing the problems:

• First of all,

• Not only was there a hair in my wife’s soup, but the main course also arrived cold.

• On top of that…

• As if that was not enough…

Complaining Expressions:

• The… was not up to the expected standard.

• The… failed to live up to our expectations.

• We were left bitterly disappointed by…

• The quality of the customer service we received was woefully inadequate.

• The… was an absolute disgrace. (v.strong)

• Overall, our visit to your (restaurant) was an unmitigated disaster from start to finish.

Requesting Action:

• It seems only fair that you should… (offer a full refund)

• I would appreciate it if you…

• I would be grateful if you…

• Should these demands not be met, you will be hearing from my lawyers.

• I expect to receive compensation to the tune of (£—-) for the…

Making recommendations:

• I strongly recommend that your organisation…

• It would be advisable to…

• I suggest re-evaluating your procedures regarding…

Signing off:

• I look forward to receiving your reply.

• I expect to receive a prompt reply to this letter.

• Yours faithfully (if you don’t know receiver’s name)

* Yours Sincerely (if you have addressed them by their name)