

Greetings:

Dear Sir / Madam,

Phrases for opening paragraph:

I am writing to you to complain about ...

I feel I must complain about ...

I am dissatisfied with ...

Making complaints

The problem was ...

Your advertisement / brochure was misleading because ...

To make matters worse ...

I was shocked ...

Phrases for closing paragraph:

I demand a full refund / a partial refund / immediate action.

I look forward to hearing from you soon.

I hope to hear from you as soon as possible.

Ending:

Yours faithfully,

Yours sincerely,

Remember: When you start your letter with *Dear Sir / Madam*, you always finish it with *Yours faithfully*. When you start your letter with *Dear Mr / Ms Jones*, finish it with *Yours sincerely*.

4. Write the following letter:

You spent a part of your holiday in UK. You travelled in a coach which belonged to an international travel agency. Unfortunately, the condition of the coach and the journey itself were far from what was advertised in the brochure. Write a letter to the manager of the company.

- Write when you travelled in their coach and where to.
- Describe two claims made in the brochure.
- Write why you are not satisfied.
- Express your disappointment and write what kind of compensation you expect.

Begin your letter:

Dear Sir / Madam,

Summary:

Another reason for which you write **a letter of complaint** is when you are not satisfied with services you have bought or received. Remember to state at the beginning of your letter what service you are complaining about. Explain your complaints clearly, write what you expect the reader to do and be firm but polite. As in all formal letters, you should divide your letter into paragraphs, use formal expressions to start and end the letter and use full forms of verbs.