

7.7

WRITING

A formal written complaint

I can write a basic email of complaint requesting action.

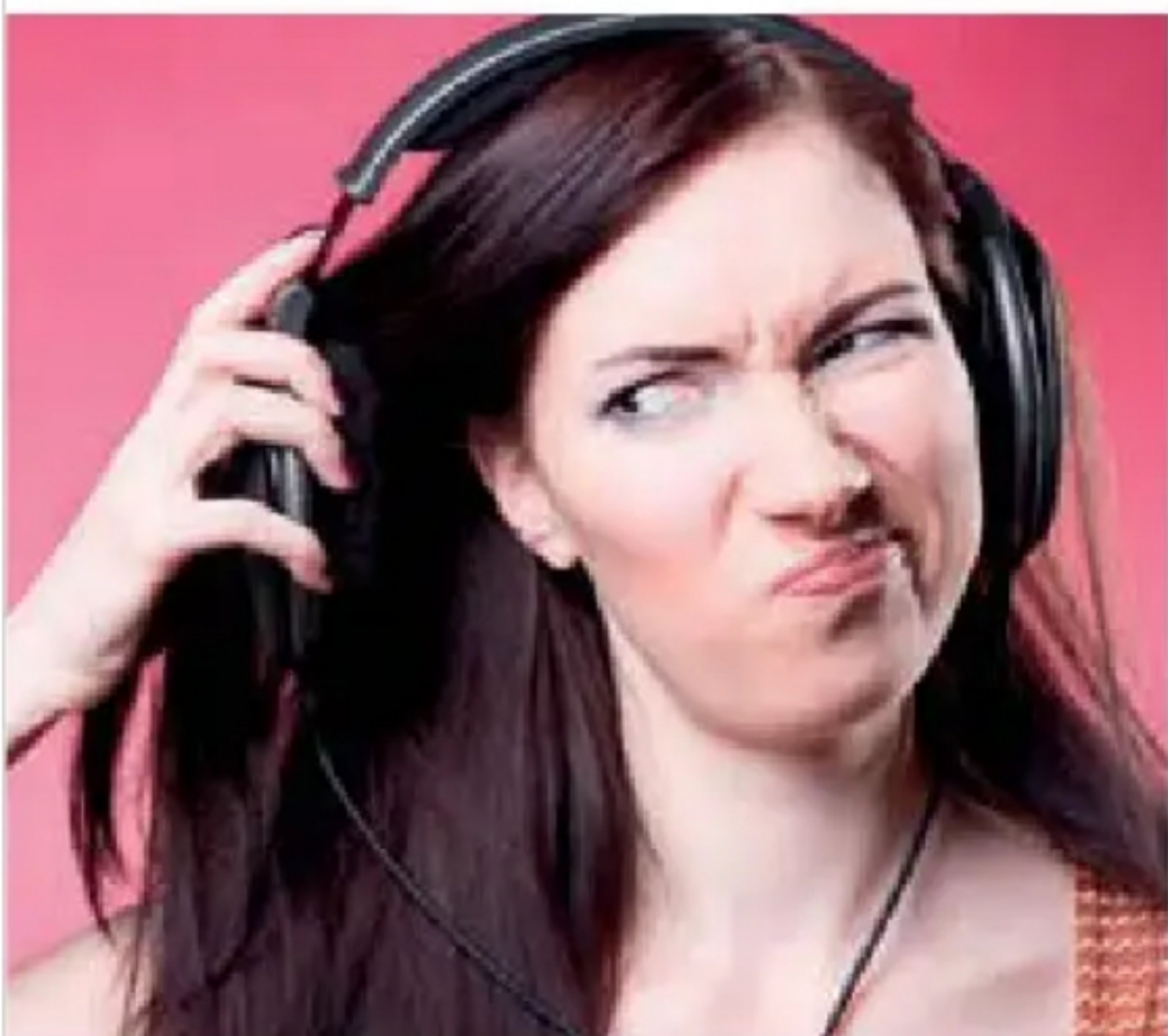
- 1 **SPEAKING** Tick any problems that you, your family or your friends have had when buying something. Tell your partner.

- 1 It was past its sell-by date.
- 2 It didn't work.
- 3 It was broken or damaged.
- 4 Some parts were missing.
- 5 The service was bad.
- 6 The delivery was late.
- 7 It was different from the description.
- 8 It was the wrong product.

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- 2 Read Email 1 and answer the questions.

- 1 Which problems in Exercise 1 did the customer have?
- 2 Do you think this is a formal written complaint? Why?/ Why not?



- 3 Read the tips in the WRITING FOCUS. Which tips does Email 1 NOT follow?

WRITING FOCUS

A formal written complaint

- 1 Open and close the email or letter formally.
- 2 Give a reason for writing.
- 3 Say what you bought and when.
- 4 Explain the problem giving details.
- 5 Tell the reader what you expect them to do.
- 6 Use formal language with no contractions.

- 4 Read Email 2. For WRITING FOCUS tips 1–6, underline examples of formal language in the email.

2

Dear Sir or Madam,

I am writing to complain about the service provided by your company.

I bought a pair of headphones (Model: SA-DIV-RED) from your website on 3rd March and paid for them online. They arrived the next day, but when I tried them, they did not work, so I returned them to you on 5th March and you exchanged them for a new pair. Unfortunately, the second pair you sent were the wrong model, so I emailed you again and sent them back one more time. I received a pair of headphones from you today, but when I unpacked them, I found they were damaged, and they do not work.

I am very disappointed with your service. I do not want another pair of headphones. I would be grateful if you could send me a full refund for the headphones and the cost of sending them back to you three times.

Yours faithfully,

R. Barker

1

Your company is rubbish.

I got some headphones from you online but they didn't work. So I sent them back and you swapped them for a new pair. They weren't the right ones, so I sent them back again. I got another pair from you today and they're broken and they don't work.

I'm so angry! You can keep the headphones but I want all my money back now, and I'll never use your store again.

Ronnie

