

Formal letters:

A LETTER OF COMPLAINT

/eI/

15, Avon Street
Warwick
CV34 8RA

15th September 2005

The Manager
Sunkist Holidays
327 Oxford Street
London W1 3SA

Dear Sir/Madam,

You don't know the
person you're writing to

I am writing to complain about a two-week holiday at "El Rossinyol apartments in Majorca, which my family and I booked through your company. The holiday number was A 1773 and the dates were 13th -27th August.

Firstly, there was no representative of your company to meet us at the airport. We learned later that the mini-bus had broken down earlier in the day. Moreover, the taxi drivers were on strike so we had to walk half a mile to the nearest bus-stop, where we waited almost two hours for a bus. Eventually after a thirty-minute walk at the other end, we arrived at the apartments at one o'clock in the morning.

Secondly, none of the apartments had been cleaned since the previous occupants/guests had left. Fortunately, we found some clean sheets in one of the cupboards. When we complained to the courier about this she told us that the cleaning lady had been ill for several days.

Thirdly, your brochure stated that "El Rossinyol" was "a pleasant, ten-minute stroll from a fine, sandy beach". However, we found that it was over half an hour's walk along an extremely busy main road and that the beach was pebbly overcrowded and rather dirty.

Finally, whereas the brochure said that "evenings are fairly quiet at "EL Rossinyol", there was, in fact, an incredibly noisy disco opposite the apartments. This made it impossible to go to bed before three o'clock in the morning.

To sum up, this was the worst holiday my family and I have ever been on. The standard of service was appalling and your brochure gave a misleading description of the facilities. Therefore, I feel that we are entitled to a full refund of the cost of the holiday.

I hope this matter will receive your prompt attention.

Yours faithfully,

James Harper

En resumen,
Resumiendo

creo

tenemos derecho a...

expenses (=gastos)
reembolso/devolución

Formal letters:

A LETTER OF COMPLAINT

What is a formal letter?

We write formal letters (or emails) when we are writing to organizations, rather than to people we know. The purpose of a formal letter can be to request information, to apply for a job or to make a complaint. Formal letters normally follow a particular layout and contain some fixed expressions.

STEP 2 MOVE ON

1 Read the letter and answer the questions.

- 1 Who is the letter to?
- 2 What three problems did Craig have?
- 3 What does he want the company to do?

bochoruo, vergüenza



Customer Services Department
Express Gifts
278 Canal Street
London W8 6RF
10 January 2009

61 Charles Street
Reading
RG5 6TQ

Dear Sir / Madam,

- A I am writing to complain about some purchases that I made recently from your internet site and about the way I was treated when I rang to complain.
- B **It was clearly stated** on your website that any orders made before 18 December would **be delivered** before Christmas. I therefore bought my **goods** on the 10th so as to be completely sure they would arrive before the 25th. However, nothing arrived until 29 December. As you can imagine, this **caused me considerable embarrassment** as I had no gifts to give my family on Christmas Day.
- C To make matters worse, when the goods finally arrived, some of them were **damaged**. I called your customer services department in order to discuss the situation. However, **I received no apology and was not offered a refund**.
- D **I would be grateful if you could** look into this matter urgently.

I look forward to hearing from you.

Yours faithfully,

C Lewis
Craig Lewis

USEFUL LANGUAGE: Formal letters

Starting a letter

I am writing (in order to) ... • I am writing in response to ...

Making complaints

- I would like to express my dissatisfaction about ...
- It was clearly stated that ... but ...
- I was shocked / disappointed to find that ...
- It caused me considerable inconvenience / embarrassment.
- I would like a full refund / a replacement / a formal apology.

Starting other kinds of formal letters

- I am writing / I would like to enquire about ...
- I am writing / I would like to inform you that ...

Closing a letter

- I look forward to hearing from you soon.
- I look forward to hearing from you at your earliest convenience.
- Thank you for your help with this matter.

Focus on the text

2 STRUCTURE In which paragraph(s) does the writer ...

- 1 describe the problem?
- 2 say why he's writing?
- 3 explain what he wants the company to do?

3 LANGUAGE Find the following in the text.

- 1 Five passive structures.
- 2 A formal greeting.
- 3 An expression which introduces the reason for writing.
- 4 A formal way of closing the letter.
- 5 Three words or phrases that explain the purpose of doing an action.

Formal letters: A LETTER OF COMPLAINT

1 Read the letter. Why is the writer complaining?

- a Because the waiter was rude and inefficient.
- b Because the service and food were poor.
- c Because there weren't any tables free.

2 Complete the letter with the missing words. In some cases there is more than one possibility.

sincerely therefore However
as a result look forward to so
Consequently because of

3 Match these phrases with the relevant parts of the letter.

e

using a set expression to ask the addressee to respond

f

ending appropriately

c

describing what happened and the consequences

a

starting appropriately

b

reason for writing

d

what you want the reader to do

g

writer's signature

a Dear Mr Rossetti,

b I am writing to complain about the treatment we received in your pizza restaurant last week.

debido a + N
 We had booked a table for eight o'clock but due to because of¹ the traffic we arrived ten minutes late. The waiter had given our table to another group. Consequently² we had to wait forty minutes, so³ we were really hungry by the time

c we sat down. However⁴ the food then took over an hour to arrive. It seems there was a problem with the oven, and therefore⁵ the pizzas were cold and only half-cooked. When we complained, the waiter said that the manager was away that day and there was nothing he could do.

d We are therefore⁶ writing to you now to see what solution you can propose. We are frequent customers in your restaurant and this is the first time we have received such poor service.

e We look forward to⁷ your reply.

f Yours sincerely⁸,

g David Miles

para cuando Al parecer