

WRITING A LETTER OF COMPLAINT

1 Here are some sentences from different complaint letters, match them with the correct picture. There may be more than one possibility.

- A. "... and when I turned it on, all the menus were in Chinese!"
- B. "When I tried them on, the left was bigger than the right..."
- C. "There was a strange smell, and smoke came out of the back..."
- D. "... and yesterday, it told my mother-in-law she was an 'old goat'!!!"
- E. "... unfortunately, the timer doesn't work."



2 PUT THE SENTENCES INTO THE CORRECT ORDER, TO FORM A LETTER OF COMPLAINT.

Dear Sir or Madam,

- because the phone is designed for a round sim card.
- I have included a copy of the receipt with this letter.
- I am writing to complain about a product of yours which I have recently purchased.
- When I tried to install my sim card it would not fit
- I would like you to send me a new XK1234i mobile which will use my sim card.
- On the 14th of February 2007 I bought a Nokia XK1234i from Electro World in Brno.
- When I bought the phone, the sales man said it would be ok with my O2 sim card.

Yours faithfully

Joe King.

Many people do not complain when they buy faulty products. A letter of complaint is not difficult to write and can get you good results. Look at the six points below, they will help you compose a suitable letter.

Write to the correct address

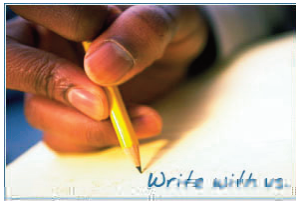
Add a copy of the receipt

Say why you are writing

Where you bought the product

What the problem or fault is

What you want them to do



You are going to write a letter similar to the one in exercise B.

Think about...

The product you will complain about. What the problem/fault is. Where you bought it. What you want the company to do...

