

9 | A letter of complaint

READING

1 Read the letter of complaint. What is the writer complaining about?

- a a delivery has been lost in the post
- b there has been a mistake with a delivery
- c a delivery is taking a long time to arrive

(1) *Dear Sir/Madam,*

(2) *I am writing to complain about your online delivery service which (3) has failed to deliver three books and two DVDs I ordered two months ago (on April 14).*

Last week I sent an email to your online customer service department and (4) *I was informed that* the order would arrive in three weeks. However, (5) *I am afraid this is totally unacceptable*. I am particularly disappointed because the books were supposed to be a birthday present for my husband and although I ordered them well in advance, they will not arrive in time for his birthday.

(6) *To resolve the problem* I would like (7) *a full and immediate refund*. The purchase number is JB607 8932. If I do not hear from you within the next five days, (8) *I shall be forced to contact my solicitor*. (9) *Please contact me by email or by phone on 01296 54327*.

(10) *I look forward to hearing from you* and to a quick resolution of this problem.

(11) *Yours faithfully,*

LANGUAGE FOCUS

1 Match the information 1–4 to the descriptions a–d.

- | | |
|--|---|
| 1 Sarah Philips | a date |
| 2 Attn: Customer Care Manager | b writer's address |
| 3 34, Old Kent Rd, Canterbury, CN5 4SL | c writer's name |
| 4 June 15 2006 | d title of the person you're writing to |

2 In which paragraph (1–3) does the writer ...

- a explain the problem? ____
- b say what she wants the company to do? ____
- c explain why she's writing? ____
- d say what she'll do if the problem is not solved? ____

3 Write the number of the formal phrases in italics in the letter next to the informal equivalents below.

- a to sort things out 6
- b it isn't good enough ____
- c I'm not happy about ____
- d they told me that ____
- e All the best ____
- f still hasn't sent me ____
- g Hi there ____
- h I hope to hear from you soon ____
- i you can get in touch with me ____
- j my money back now ____
- k I'm going to have to ____

4 Read the information in the box.

We use *although* and *however* to contrast two pieces of information.

We use *although* to join the two pieces of information in one sentence.

Although I ordered them in advance, they will not arrive in time.

We use *however* to show the connection between two sentences.

I was informed that the order would arrive in three weeks. However, I am afraid this is totally unacceptable.

When we use *however* at the beginning of a sentence, it is always followed by a comma.

5 Delete the three sentences that are grammatically incorrect.

- 1 Although I placed my order two months ago, it has still not arrived.
- 2 However I placed my order two months ago, it has still not arrived.
- 3 I placed my order two months ago, however it has still not arrived.
- 4 I placed my order two months ago. However, it has still not arrived.
- 5 I placed my order two months ago. It has still not arrived, however.
- 6 My order has still not arrived. Although, I placed it two months ago.

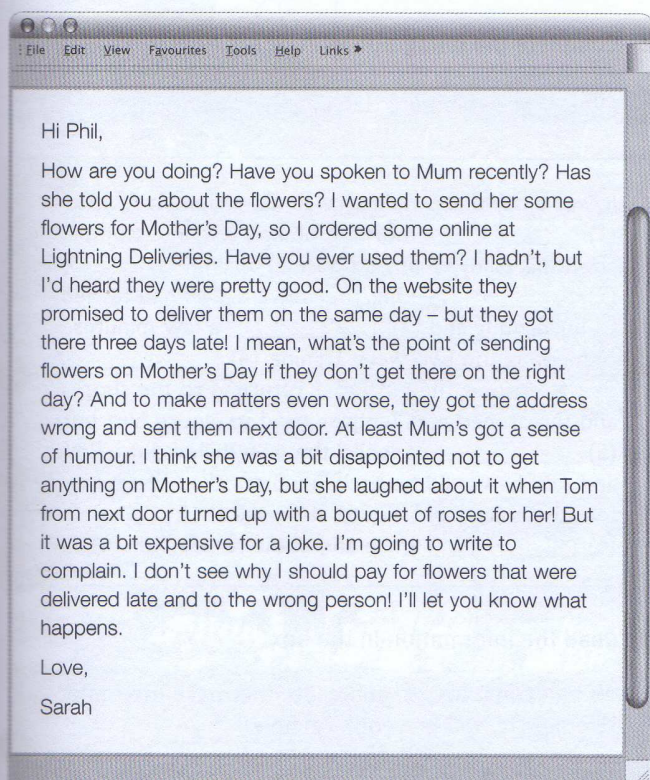
6 Connect the pairs of sentences using the word in brackets.

- 1 They guarantee same-day delivery. The flowers arrived three days late. (*although*)
- 2 The flowers finally arrived. They were sent to the wrong address. (*however*)
- 3 Mum was very disappointed. She saw the funny side of it. (*although*)
- 4 I had never used the company before. Friends had told me that they were very good. (*however*)

WRITING

1 Read the email below. What is the problem?

- 1 They delivered the wrong flowers.
- 2 They delivered the flowers to the wrong address.
- 3 They delivered the flowers on the wrong day to the wrong address.



2 You are Sarah. You are going to write a letter of complaint to Lightning Deliveries. Look at the email in exercise 1 again and make notes about what you're going to say in the paragraph plan below.

1 why you are writing

2 what exactly happened

3 what you want the company to do and what will happen if the problem is not solved

3 Write the letter. Remember to include your address, the title of the person you're writing to and the date.

4 Look at what you have written. Can you improve it in any way? Use the points below to help you.

- 1 Have you used appropriate expressions to open and close the letter?
- 2 Is your letter formal enough?
- 3 Have you used linking expressions to show the connection between what you expected and what actually happened?
- 4 Check your spelling and your use of punctuation and capital letters.

NB We do not use contractions in formal language.