

LETTER OF COMPLAINT

Before You Write

A Read the letter. What is the purpose of the letter?

Attention: Customer Service Department

- 1 I'm writing to complain about a digital camera (Model DC100) that I purchased online on December 24.
- 2 The camera I was sent was not in good condition. There were a lot of scratches on it, and the lens was cracked. Furthermore, the flash didn't work.
- 3 On January 8, I took the camera to your local service representative. I was told that the camera just needed "adjusting." I was also told there would be a \$15 charge for this. I refused to pay and was told to write to you if I wanted to complain.
- 4 I am very dissatisfied with the condition of this camera. I would therefore like to request a full refund.

Yours sincerely,
Spencer Barnes

B Complete the sentences with the number of the correct paragraph.

- a. Paragraph _____ explains how the writer tried to solve the problem.
- b. Paragraph _____ contains the writer's request.
- c. Paragraph _____ describes the problem.
- d. Paragraph _____ explains the purpose of the letter.

Your First Draft

A Imagine you bought a product that didn't work properly. Answer these questions.

1. What was the product?
2. What was the problem?
3. Was the problem solved? Why or why not?

B Write a letter of complaint about the product. Use your answers and Spencer's letter as a model.

C PAIR WORK Read your partner's letter. Write answers to these questions.

1. Is the purpose of the letter clear?
2. Is the request clear?
3. Can you suggest any improvements to the content or grammar?

Your Second Draft

Use your partner's answers to revise your letter.