

Unit 3 - exercises

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- 1) stressful
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- 12) content
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- 14) heavy
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COMPLAINT LETTER

Letter of Complaint

- What can we complain about?
- What tone should we use?

The background features a series of concentric, overlapping curved lines in shades of light gray and white, creating a sense of depth and movement. A prominent orange callout box is centered on the page, containing the title text.

COMPLAINT LETTER STRUCTURE

COMPLAINT LETTER STRUCTURE

Paragraph 1

- Opening Sentence – the reason for writing:

I am writing to complain about.../ I wish to express my dissatisfaction with...

Paragraph 2

- What went wrong - summary of the events that prompted your complaint

Paragraphs 3 & 4

- Outline the steps that you have taken so far to resolve the matter

- What you would like to happen now - state your expectations how the company will solve the matter:

I would appreciate it if you could replace the missing part by next week.

Please let me know as soon as possible what action you propose to take.

I look forward to hearing from you within the next ten days.

The background features a series of concentric, overlapping circles in light gray, some solid and some dashed, creating a subtle pattern. In the center, there is a large orange speech bubble with a white outline and a small tail pointing downwards. The text is centered within the main body of the speech bubble.

Letter of Complaint - Sample

Dear Sir/Madam,

I am writing to express my dismay at the service at your Eden Hill branch on Saturday 14 January.

I often collect prescriptions from the pharmacy on behalf of my grandmother, Mrs Elaine Bingham. On this occasion there were two prescriptions: one for 10 x 50 mg Kendomol and one for 50 x 100 mg Leoprone. I was served quickly even though there appeared to be only one pharmacist on duty. However, as I was leaving I saw that I had been given 500 mg tablets of Kendomol. This is ten times stronger than the prescription called for.

If I hadn't noticed the difference between the prescription and the actual tablets, my grandmother could have taken a dangerous overdose of Kendomol. I would be worried about getting any future prescriptions at Eden Hill.

The pharmacist apologised and corrected the mistake but I wanted to bring it to your attention. I think it happened because there were not enough staff on duty. I understand that mistakes happen but there needs to be a minimum of two pharmacists at all times so all prescriptions can be checked.

I hope you can take steps to make sure this mistake does not happen again.

Yours faithfully,

Roger Bingham

Rearrange the following sentences to form a letter of complaint:

1. I would appreciate it if you would look into this matter as soon as possible with a view to refunding my money in full.
2. it took nearly a day to restore the running water supply and it was another three days before the air conditioning was repaired.
3. However, our bungalow was a five-minute walk from the beach and located between a car park and a disco that was open every night until 3 a.m.
4. I am writing to complain about
5. When we requested a change of bungalow, Mr Kitching was offhand and unwilling to try to find a solution.
6. Secondly, your brochure clearly states that all bungalows have a sea view and are situated in pleasant, surroundings.
7. Although these problems were immediately pointed out to your representative, Mr Kitching,
8. the bungalow accommodation provided for my family at the Palm Tree Resort, Phuket, Thailand, from 2 - 16 December 2006.
9. These problems detracted significantly from our enjoyment of the holiday
10. as it was necessary to spend the first day having the room put into a habitable condition, while for the rest of our stay we had very little sleep at night.
11. When we arrived, the accommodation had not been cleaned, the air conditioning was not working and there was no running water in the bathroom.

Key

I am writing to complain about the bungalow accommodation provided for my family at the Palm Tree Resort, Phuket, Thailand, from 2 - 16 December 2006.

When we arrived, the accommodation had not been cleaned, the air conditioning was not working and there was no running water in the bathroom. Although these problems were immediately pointed out to your representative, Mr Kitching, it took nearly a day to restore the running water supply and it was another three days before the air conditioning was repaired.

Secondly, your brochure clearly states that all bungalows have a sea view and are situated in pleasant surroundings. However, our bungalow was a five-minute walk from the beach and located between a car park and a disco that was open every night until 3 a.m. When we requested a change of bungalow, Mr Kitching was offhand and unwilling to try to find a solution.

These problems detracted significantly from our enjoyment of the holiday as it was necessary to spend the first day having the room put into a habitable condition, while for the remainder of our stay we had very little sleep at night.

I would appreciate it if you would look into this matter as soon as possible with a view to refunding my money in full.

Linking words in business letters

Exercise

I USE THE FOLLOWING LINKING WORDS TO PARAPHRASE THE SENTENCES BELOW:

due to moreover nevertheless despite prior to therefore in spite of furthermore

1. There was a lot of noise. He managed to sleep.
2. He had the flu. He went to work.
3. The match was cancelled. The weather was bad.
4. Mary has excellent interpersonal skills. In addition, she is a good team player.
5. The companies are expanding. They need more staff.
6. She enrolled at college. Before that, she went on holiday.
7. He lost his job last month. Still, he decided to buy a new car.
8. Marketing plans give us an idea of the potential market. They also tell us about the competition.

Key

1. Despite / in spite of the noise, he managed to sleep. OR There was a lot of noise. Nevertheless, he managed to sleep.
2. He had the flu. Nevertheless, he went to work. OR Despite / in spite of the flu, he went to work.
3. The match was cancelled due to bad weather. OR The weather was bad. Therefore, the match was cancelled.
4. Mary has excellent interpersonal skills. Moreover/ Furthermore, she is a good team player.
4. The companies are expanding. Therefore, they need more staff.
6. She went on holiday prior to (enrolling into) college.
7. In spite of / despite losing his job last month, he decided to buy a new car. OR He lost his job. Nevertheless, he decided to buy...
8. Marketing plans give us an idea of the potential market. Furthermore / moreover, they also tell us about the competition.

Use between 90 and 120 words to write this letter in the full-block format.

Let's write!
Imagine that:

- You got a lower mark than you had expected in the final exam. Write a formal e-mail to your professor to express your dissatisfaction.
- Your co-worker received a higher salary than you for the previous month, even though you did the same amount of work and stayed overtime as much as he/she did. Write a formal email to your team leader/manager/HR manager to express your dissatisfaction.

Tips for writing:

- Use passive instead of active to avoid being too direct.
- Be polite, but use formal tone.
- Do not use threatening tone.
- Say clearly what the problems are/were.
- Don't forget about cultural differences between the English and the Serbs when you express your complaints.

The background features a series of concentric, overlapping circles in light gray, some solid and some dashed, creating a ripple effect. In the center, there is a large orange callout box with a pointed bottom edge. Inside this box, the text "Phrases for complaint letter" is written in white, sans-serif font.

Phrases for complaint
letter

USEFUL PHRASES FOR INTRODUCTION

- I am writing to complain about ...
- I am writing regarding ...
- I am writing on account of ...
- I am writing on the subject of ...
- I am writing to you in connection with ...
- I am writing to tell you how disappointed/annoyed I feel about ...
- I am writing to draw your attention to ...
- I want to protest about
- I was deeply dissatisfied with/by ...
- I am writing to express my strong dissatisfaction with ...

USEFUL PHRASES FOR THE BODY

- I was amazed/distressed/horrified to find that ...
- As you must realize, ...
- I am sure you know that ...
- I am sure you can imagine ...
- I am sure you will appreciate that ...
- It goes without saying that ...
- You can imagine how we felt when ...
- In spite of the fact that, ...
- To make matters worse, ...
- I was appalled at the service/ behaviour...

USEFUL PHRASES FOR THE CONCLUSION

- At the very least, I look forward to receiving ...
- I feel you are (partly) responsible for ... / I feel you have a responsibility to ...
- Unless you ... , I am afraid that I will have to take this matter further.
- The least you can do is ...
- I insist on immediate action ...
- I hope you will deal with/ resolve this matter quickly.
- I hope/ trust this matter will receive your immediate attention.
- I trust the situation will improve.
- I hope we can sort this matter out amicably.
- I hope that I will not be forced to take further action.

Additional practice

A Complete the sentences typical of emails of complaint with the pairs of words from the box.

| | | | |
|---------------------|--------------------------|----------------------|----------------------|
| appreciate/replaced | attention/problem | complain/quality | connection/attitude |
| delivered/urgently | dissatisfaction/received | entitled/replacement | matter/inconvenience |
| purchased/standard | refund/further | terms/treatment | unless/cancel |

- 1 I am writing in with the negative of a member of your staff.
- 2 I hope that you will deal with this promptly as it is causing me considerable
- 3 The equipment I ordered has still not been, despite my phone call to you last week to say that it is needed
- 4 Although you advertise yourself as a top-quality brand, the product I was well below the I expected.
- 5 I am writing to draw your to a in your customer services section.
- 6 I would it if the faulty goods could be as soon as possible.
- 7 I wish to complain in the strongest possible about the I received from a member of your staff.
- 8 I believe that I am to an immediate
- 9 I am writing to express my strong with the goods I this morning.
- 10 I receive the goods by the end of this week, I will have no choice but to my order.
- 11 I am writing to about the of a product I purchased on-line from your website.
- 12 I insist on a full, otherwise I will be forced to take the matter

Additional practice

C Complete each phrase with *one* word. Some letters have been given to help you.

- | | |
|--|--|
| 1 to write in <i>co.nnecti.o.n</i> with sth. | 6 to be below the expected st.....d |
| 2 to need sth. <i>ur.....y</i> | 7 to complain in the strongest possible te.....s |
| 3 to take the matter <i>fu.....r</i> | 8 to express strong <i>dis.....ion</i> with sth. |
| 4 to demand a full <i>re.....d</i> | 9 to demand an immediate <i>repl.....t</i> |
| 5 to draw sb's <i>at.....n</i> to sth. | 10 to cause sb. considerable <i>inc.....e</i> |

D Linking words and phrases are used in complaints to explain your case clearly and carefully. Complete the table with the words/phrases from the box.

| | | | | | | |
|--------------|--------------------------------------|-------------|---------------|------------|---------------------------|---------|
| Above all | As a result | Even though | Finally | Firstly | Furthermore | However |
| In addition | In conclusion | In fact | In particular | In reality | In spite of the fact that | |
| Nevertheless | Taking everything into consideration | | Therefore | | | |

- | | |
|--|------------------------------|
| Adding another point (like <i>and</i>): | 1 <i>Furthermore</i> / |
| Listing points: | 2 / |
| Making a contrast (like <i>but</i>): | 3 / |
| Making a contrast (like <i>although</i>): | 4 / |
| Giving the consequence (like <i>so</i>): | 5 / |
| Giving the most important example: | 6 / |
| Saying what the real situation is: | 7 / |
| Introducing the final paragraph: | 8 / |

- Which *two* phrases are NOT followed immediately by a comma, and can come in the middle of a sentence as well as at the beginning?

..... /

Additional practice

E Underline the most appropriate words or phrases in the email.

I am writing to complain about the poor service we have received from your company. ⁽¹⁾*Firstly/Therefore*, the goods you sent were not the ones that we ordered. Our order dated 16 September clearly stated that we wanted 1,000 t-shirts. ⁽²⁾*In particular/However*, we only received 800. ⁽³⁾*Nevertheless/Furthermore*, we asked you to print our company logo in the top left corner of the shirts and you have printed it in the centre.

To make matters worse, your staff were very unhelpful when I called. ⁽⁴⁾*Even though/Above all*, no-one took responsibility to sort out the problem – I was simply passed from person to person. ⁽⁵⁾*In fact/In addition*, after 30 minutes I gave up in frustration and ended the call.

The whole matter was treated by your staff as though it was completely unimportant, ⁽⁶⁾*in spite of the fact that/therefore* we have been your customers for more than five years. ⁽⁷⁾*In particular/As a result*, we are considering stopping all future business with your company.

⁽⁸⁾*Taking everything into consideration/In reality*, we must insist on an immediate replacement order, to reach here within 14 working days, at no cost to ourselves.

KEY

A

- | | |
|-------------------------|-----------------------------|
| 1 connection, attitude | 7 terms, treatment |
| 2 matter, inconvenience | 8 entitled, replacement |
| 3 delivered, urgently | 9 dissatisfaction, received |
| 4 purchased, standard | 10 unless, cancel |
| 5 attention, problem | 11 complain, quality |
| 6 appreciate, replaced | 12 refund, further |

C

- | | |
|--------------|-------------------|
| 1 connection | 6 standard |
| 2 urgently | 7 terms |
| 3 further | 8 dissatisfaction |
| 4 refund | 9 replacement |
| 5 attention | 10 inconvenience |

D

- 1 *Furthermore*, In addition
 - 2 Finally, *Firstly*
 - 3 However, Nevertheless
 - 4 Even though, In spite of the fact that
 - 5 As a result, Therefore
 - 6 Above all, In particular
 - 7 In fact, In reality
 - 8 In conclusion, Taking everything into consideration
- Even though, In spite of the fact that

E

- 1 *Firstly*
- 2 However
- 3 *Furthermore*
- 4 Above all
- 5 In fact
- 6 in spite of the fact that
- 7 As a result
- 8 Taking everything into consideration