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## How to Write a Complaint Letter

Put the labels in the right place.

1)

2)

3)

4)

5)

6)

7)

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9)

10)

11)

What you want the person to do about the problem

your printed name

The reason why you are writing

your signature

I look forward to hearing from you.

The address of the person you are writing to

the date

Dear Sir/Madam

A description of the problem

your address

Yours faithfully,

<http://www.cambridgeesol.org> (Adapted)

## WRITING A LETTER

The most important aspect of writing a letter is that you are clear who you are writing to, and what your purpose is in writing. This greatly affects the tone of your letter.

Imagine you and your family have just been on a holiday which disappointed you. Your task is to write a letter of complaint to the holiday company.

What do you want to achieve with this letter?

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Below are sentences which may or may not be appropriate for this letter. Circle ones you would consider using, and jot down next to the ones you reject reasons why you don't think they are appropriate

*I am writing to express my disappointment with....*

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*I am outraged and disgusted by your company's poor service*

*The hotel was only partially finished, which was not what your brochure promised*

*The description in the brochure is a pack of lies!*

*I demand full compensation*

*The holiday rep was highly disorganised and rude*

*The holiday rep was most unhelpful when we expressed our dissatisfaction*

*I shall certainly not be recommending this company to anyone*

*Yours faithfully*