

## WRITING Time

Sometimes you don't get the service you needed or the product you asked for, the quality of the goods you just bought is poor, or people treated you unfairly, and you feel the need to write a **letter of complaint**.

### When writing a letter of complaint have these tips in mind!

#### Do

- Describe your purchase;
- Include the name of the product and serial number;
- Include the date and place of purchase;
- State your problem (get straight to the point and explain exactly what the problem is);
- Give the history of your purchase (give all the relevant information in a clear and logical sequence);
- State what action you want the company to take and when you expect them to have this done;
- Allow time for action;
- State how you can be reached;
- Enclose copies of your documents and receipts (but **never** send originals);
- Keep copies of all your letters, faxes, e-mails, and related documents.

#### Don't

- use abusive language, however frustrated or angry you might feel (don't get emotional);
- allow yourself to get sidetracked from your specific problem into generalized criticism of the company or its products or services;
- send your letter without checking it carefully for grammar or spelling mistakes.

[www.usa.gov/topics/consumer/complaint/complaint-letter.shtml](http://www.usa.gov/topics/consumer/complaint/complaint-letter.shtml)

<http://oxforddictionaries.com/words/letters-of-complaint> (adapted and abridged)

#### 1. Choose a reason for complaining:

- You bought a product that isn't working;
- The shop assistant was rude;
- The product you bought online didn't arrive on time;
- ...

#### 2. Write a letter of complaint, following the above tips and the example in your *Practice Book*.

