

COMPLAINT LETTER

OPENING PARAGRAPH: State the reason for your complaint.

Useful phrases:

- I am writing to complain about the quality of a product I bought from your website
- I am writing in connection with my order FS699 which arrived this morning
- I am writing to draw your attention to the negative attitude of some members of your staff/ some people in your customer's service.

BODY: TWO OR THREE PARAGRAPHS:

1. Give all relevant information in a clear and logical sequence.

- My order dated 16 September clearly stated that I wanted... however you..
- The product I received was well below the standard.

2. Outline what steps you have taken thus far to resolve the matter and describe the consequences of the faulty product or service. Adding specific details, such as additional costs you have incurred to replace a faulty product, will strengthen your complaint. If you have had previous communication with the company, be sure to note it in your letter; include reference numbers where applicable.

CLOSING PARAGRAPH: Request for action to resolve the matter.

- Please replace the faulty goods as soon as possible
- I must insist on an immediate replacement
- Unless I receive the goods by the end of the week, I will have no choice but to cancel my order.
- I hope that you'll deal with this matter promptly as it is causing me considerable inconvenience.

I look forward to hearing from you.

Yours faithfully/sincerely

Signature

Full name

EMAIL OF COMPLAINT ABOUT A FAULTY PRODUCT

Subject: EasyIron Electric Iron (Model No. 2279)

Dear Sir or Madam,

I wish to express my dissatisfaction with the above iron, which I purchased from The Electrical Store in Newtown on 10 October, 2015. On using it for the first time, I found that the temperature control was faulty; it was not possible to set it for any temperature apart from the highest, for cotton.

When I attempted to return the iron to the store, the cashier said that the store was unable to replace it or offer me a refund but advised me that it could be sent away for repair. As I need an iron on a daily basis, and it was not clear how long a repair would take, this option was unsatisfactory. As the iron clearly does not function as it should and therefore does not comply with the legal standards of product quality, I am writing to you to ask for a full refund of the £35.99 retail price.

I look forward to hearing from you within the next two weeks.

Yours faithfully,

Jenny Hawkins

EMAIL OF COMPLAINT ABOUT A DISAPPOINTING HOLIDAY

Re: Holiday reference number CT2118M

Dear Mr Black,

Following our telephone conversation earlier today, I am writing to give details of my dissatisfaction with my stay at the New Hotel, Los Christianos, Tenerife, on 10– 18 August 2010, which I booked with your company for me and my family.

My central complaint is that the hotel fell far short of the description in the brochure. We had booked two double suites, in rooms 213 and 214. Although the rooms were billed as four-star accommodation, they were very cramped, and the furnishings were worn and dirty. In addition, the shower in room 213 did not work. The hotel's grounds, described in the brochure as "pleasant, tranquil, and spacious," were in fact bordered on two sides by a very busy main road. The swimming pool was closed the entire week for repairs.

When we spoke to your representative, Tracey Mills, she promised to try to get the shower fixed, but this took an unacceptably long time to happen—three days from when we first complained. I asked her to fill out an accommodation report form detailing these issues and I enclose a copy for your information, together with photos of the bedrooms and the hotel grounds.

As I stated in my telephone call, I feel that we are due a full refund for this hotel stay as it failed to meet the description in the brochure, and it ruined our holiday. I look forward to hearing from you within the next two weeks.

Sincerely yours,

