

What is a Complaint Letter?

Complaint Letter –

- How many times has it happened that you bought a product and it turned out to be defective?
- How many times did you avail of public service and were left dissatisfied?
- Or, did you ever notice any problematic practice taking place at a public place?
- What do you do in such situations?

Complaint Letter Writing Tips

1. Although the motive of the complaint letter is to vent out your grievance and frustration, it is imperative that you use a tone that is polite and simple. Try to be formal and avoid using offensive and disrespectful words.
2. Make sure that you introduce yourself properly.
3. The purpose of writing should be loud and clear.
4. Do not deviate from the topic and write to-the-point.
5. Make sure you adhere to the format as it carries marks.
6. Underline the subject of the letter with a pencil. Also, underlining the main points is very important, but it is advisable that you do it after finishing your exam. Use a pencil and scale for underlining.
7. Make sure you double-check for grammatical accuracy and spellings. They carry marks.
8. Leave an adequate number of lines between paragraphs to make it look clean.
9. The presentation is very important.
10. Read a lot of letters to get an idea.

IELTS Complaint Letter Structure & Vocabulary

Reason for writing:

- I am writing in order to complain about
- I am writing to complain about
- I am writing regarding
- I am writing to express my dissatisfaction with

Introducing the complaint:

- Topic sentence stating the positive point. + However, + problem....Example: *We thoroughly enjoyed the first week of the holiday. However, after that we experienced a number of problems.*
- I am (extremely) dissatisfied / dissatisfied with the service / goods that I received / bought because

First complaint:

- Firstly
- First of all
- The first problem is / was
- My first complaint is
- My first concern is
- The first thing I would like to draw your attention to is

Further complaints:

- Secondly
- Also
- In addition
- In addition to this
- Added to this
- is / was also unsatisfactory / unacceptable
- Not only, but also
- To make matters worse,
- Furthermore

Mentioning negative consequences:

- I'm afraid that...
- Unfortunately,

Expressing Dissatisfaction:

- It is not acceptable to / that

- I am not at all pleased that
- I am disappointed because

Demanding action:

- I suggest that you replace the item
- I therefore suggest that I be given a full refund
- I would be grateful if my money was refunded
- I would be grateful if you could give me a full refund
- I would like to request that
- To resolve the problem, I would appreciate it if you could

Ending the letter:

- I look forward to hearing from you
- I look forward to receiving a full refund
- I look forward to receiving a replacement
- I look forward to receiving your explanation
- I look forward to your reply and a resolution to my problem

Useful phrases

- misleading information
- I would like to complain about the poor quality of service I recently received from your company.
- I wish to make a complaint regarding your inefficient staff. (level of service)
- I am writing to complain about the poor train service your company provided from the 5th to the 12th of November. / ... and I missed my plane as a result.
- I am writing to you about the party I have a number of complaints. I hope you will agree that it was a very disappointing evening.
- The problems do not stop here. / ... / Furthermore, ...
- To begin with ... / In addition to this, ... / Added to this, there was no ...
- ... was not worth the money I paid for it.
- Having paid a lot of money for the ... , I found this extremely frustrating
- In your ... you promised a pleasant This was definitely not my experience.
- However, I would like to point out that ...
- I feel I am entitled to a partial refund in addition to an apology for the inconvenience caused.

- Furthermore, you will find a bill on the value of I expect it to be compensated as well.
- I would appreciate it if you could look into the matter as soon as possible.

SAMPLE 1

Your Address

Your City, State, ZIP Code

(Your email address, if sending via email)

Date

Name of Contact Person *(if available)*

Title *(if available)*

Company Name

Consumer Complaint Division *(if you have no specific contact)*

Street Address

City, State, ZIP Code

Dear **Contact Person or Organization Name**):

Re: **(account number, if applicable)**

On **(date)**, I **(bought, leased, rented, or had repaired)** a **(name of the product, with serial or model number, or service performed)** at **(location and other important details of the transaction)**.

Unfortunately, your **(product or service)** has not performed well **(or the service was inadequate)** because **(state the problem)**. I am disappointed because **(explain the problem: for example, the product does not work properly; the service was not performed correctly; I was billed the wrong amount; something was not disclosed clearly or was misrepresented; etc.)**.

To resolve the problem, I would appreciate your **(state the specific action you want: money refunded, charge card credit, repair, exchange, etc.)**. Enclosed are copies (do not send originals) of my records **(include receipts, guarantees, warranties,**

canceled checks, contracts, model and serial numbers, and any other documents).

I look forward to your reply and a resolution to my problem and will wait until **(set a time limit)** before seeking help from a consumer protection agency or the Better Business Bureau. Please contact me at the above address or by phone at **(home and/or office numbers with area code).**

Sincerely,

Your name

Enclosure(s)

QUESTION: Write a letter to M/s. Oxford Publishing House, London complaining that the books sent by them were not those you had ordered for. Ask for a replacement. You are Varun Joshi, Sector-20, Chandigarh.

Senders address

Date

receivers address

Sir/Madam

Subject- Complaint regarding receipt of wrong set of books.

On February 1, 2021 I bought a book set (Order No. 000154) to be delivered to

Chandigarh, Sector-20.To my dismay, I have not received the set I ordered for and have instead, received the wrong book set. I am highly disappointed.

To resolve the problem, I would appreciate it if you could replace the wrong book set with the one originally ordered. 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.

Enclosed are copies of the transaction document and the receipt.

I look forward to your reply and a resolution to my problem and will wait until the aforementioned time before seeking help from a consumer protection agency or the Better Business Bureau. Please contact me at the above address or by phone at 098100XXXXX.

Sincerely,

Varun Joshi

Enclosure(s)- Copy of receipt and transaction docs.

You have had a problem with your next-door neighbour. You have not been able to speak to your neighbour about this.

Write a letter to this neighbour. In your letter

- Explain the problem
- Suggest a solution
- Say what action you will take if the situation does not improve

Senders address

Date

receivers address

Dear Mr. Stafford,

I am writing to you to complain about a problem that may have been caused by your kids.

First of all, as I have been made redundant since last month, I need to spend a lot of time at home. However, your kids make it impossible to have any peace, especially soon after they have arrived home from school. They play with a ball indoors, run around and listen to music too loudly. I have really tried not to pay too much attention to this and I had hoped that things would settle without needing to forbid them from enjoying themselves. However, the situation is getting worse.

As I do not use a phone and I have not seen you around in a while, I have decided to contact you by post. I would like to ask whether it would be okay for you to restrain your kids and explain that there are other people living in the house as well. Otherwise, I will be compelled to report this matter to the police.

I seriously hope that my letter will not create any ill-feeling between us and we can remain good neighbours.

Yours sincerely,

Jack Smith

You have bought a new camera but when you got it home you found it had some problems. You returned the camera and spoke to the company representative a week ago but the camera has still not been repaired.

Write a letter to the company.

In your letter:

Introduce yourself

Explain the situation

Say what action you would like the company to take

Senders address

Date

receivers address

Dear Sir / Madam,

My name is Mark Roberts and **I am writing to you regarding** a Nokia camera that I bought at your department store on Sunhill Road, Dewsbury, on the 5th September.

The camera seemed to work fine in the shop. However, upon returning home, it became clear that the shutter mechanism was not functioning properly. **In addition to this**, there was a small scratch on the lens.

I therefore returned to the shop the following day, on the 6th September, and spoke to a company representative about the issue. I left the camera with the assistant and they assured me that they would look into the problem with a view to repairing the camera and get back to me a few days later.

However, it has now been one week and when I contacted the shop again they said that the camera has still not been fixed and they do not know how long it will be.

As I am sure you will understand, **it is not acceptable** to be waiting for such a long time for it to be repaired. **I would therefore like to request** that I be given a full refund should I not receive the repaired camera by the end of this week.

I look forward to hearing from you.

Yours faithfully
Mark Roberts

You exercise regularly and have been a member of many different gyms. Recently, you moved into a new neighbourhood and joined a new gym. You have noticed that people at this gym do not bother to wipe down the machines after use and often leave dirty towels on the benches in the change rooms.

Write to the gym manager. In your letter:

explain who you are

describe the problem exactly

make suggestions to improve the gym

Dear Mr Fuller,

I am Neil Ryan, a lawyer by profession, have recently moved into this neighbourhood and joined your gym. So far, I have liked pretty much everything about your gym, including its large space and the state of the art exercising equipment. Besides, I also like the fact that the gym has some great safety measures in place to ensure enough safety and security for its users.

However, when it comes to maintaining hygiene, the gym certainly could use some improvements. In fact, I have seen that most people, visiting your gym, do not bother to wipe down the machines after using them. Besides, some of them leave dirty towels often on the benches and the floor in the change rooms, which does not quite go well with the core message of promoting health and fitness by a place called “gym”.

So, in view of this hygiene problem, I would like to suggest you provide a hygiene guideline for all the users of your gym while instructing your gym staff to be more proactive in keeping the gym and its equipment tidy and spotlessly clean. Thanks for your consideration.

Yours sincerely,

Neil Ryan

People in your area are having problems with their internet connection. Write a letter to the company which provides the connection.

In your letter,

describe the problems

explain how it is affecting people

say what the company should do to help

Dear Sir or Madam,

I am writing to express my discontent with the internet connection that your company provides in our area. The disruptive internet connection is causing a great problem for us and I am hoping you would resolve it as soon as possible.

Your company is supposed to provide technology that guarantees an uninterrupted internet connection. However, this does not seem to be the case. For the last couple of weeks, we are experiencing extremely slow connectivity and sometimes the internet is totally unreachable. During peak hours, the internet speed is as slow as a few KB per second only.

Many people in our area, including my husband, work from home and a disruptive internet connection means they are unable to work. Due to poor connectivity, they can't send finished assignments to their clients on time. Frequent disconnections also affect people who do video conferencing online. Besides, we are often unable to do online shopping, send important emails and pay utility bills online.

I expected that your staff would deal with the situation with utmost importance without any delay, but no meaningful action was taken so far. So, please send your staff to come over and check if you need to install new cables since they might be fairly old. Take any other measure necessary to resolve the slow connectivity.

Expecting a prompt resolution from you.

Yours faithfully,

Rebecca Porter

Write a letter to your college administration department complaining about the college facility.

In your letter, include:

what the problem is

how this problem has affected you

what the college should do to fix this problem

Dear Sir or Madam,

I am a third-year accounting major student in your college and I am writing to you regarding a problem that I have encountered several times over the past few weeks in our football ground. I am hoping that you would take steps to solve the matter immediately.

In relation to the issue, our football team is preparing for the upcoming competition against FC College, and the training is very hard - both mentally and physically. Hence we sometimes get very lethargic towards the end of our training sessions. But I am extremely alarmed at the fact that the faucet at the ground appears to be out of order, therefore, my teammates and I can't quench our thirsts during and after the practice. Because of this, I suffered from dehydration a few days ago and had to be rushed to the hospital.

Write a letter to your college administration department complaining about the college facility.

In your letter, include:

what the problem is

how this problem has affected you

what the college should do to fix this problem

You should write at least **150** words.

You do **NOT** need to write any addresses.

Dear Sir or Madam,

I am a third-year accounting major student in your college and I am writing to you regarding a problem that I have encountered several times over the past few weeks in our football ground. I am hoping that you would take steps to solve the matter immediately.

In relation to the issue, our football team is preparing for the upcoming competition against FC College, and the training is very hard - both mentally and physically. Hence we sometimes get very lethargic towards the end of our training sessions. But I am extremely alarmed at the fact that the faucet at the ground appears to be out of order, therefore, my teammates and I can't quench our thirsts during and after the practice. Because of this, I suffered from dehydration a few days ago and had to be rushed to the hospital.

My intention in writing this letter to you is to ask for a working condition faucet for drinking water so that we can carry on our practice sessions without risking our health.

Expecting your kind attention and prompt action regarding this.

Yours sincerely,

Sameed Qureshi