

COMPLAINT FORMAL LETTER	
LAYOUT	USEFUL PHRASES
GREETINGS	<ul style="list-style-type: none"> <li>Dear Mr/Mrs/Ms Smith(,)</li> <li>Dear Sir/Madam(,)</li> </ul>
INTRODUCTION/ OPENING PARAGRAPH	<ul style="list-style-type: none"> <li>I am writing in connection with... to complain about... to draw your attention to...</li> <li>I have to say that I was not at all satisfied with...</li> <li>I am sorry to say that I was extremely disappointed with...</li> </ul>
MAIN PART (State what exactly happened) (2-3 PARAGRAPHS)	<ul style="list-style-type: none"> <li>Although you advertise 'top quality', I felt that the product I received was well below the standard I expected.</li> <li>The goods were faulty/damaged/in poor condition.</li> <li>There seems to be an error in the invoice/ a misunderstanding.</li> </ul> <p><u>Example paragraph:</u></p> <p><i>Our order dated 16 September clearly stated that we wanted 1,000 t-shirts. However, we only received 800. 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.</i></p> <p><i>To make matters worse, your staff were very unhelpful when I called. Above all, no-one took responsibility to sort out the problem -I was simply passed from person to person. In addition, after 30 minutes I gave up in frustration and ended the call.</i></p>
REQUEST FOR ACTION	<ul style="list-style-type: none"> <li>I would like you to investigate this matter, and let me know your decision.</li> <li>I would like a full/partial refund as soon as possible.</li> <li>Could you please arrange for me to receive a new (radio/CD, etc) or refund my money in full?</li> <li>We must insist on an immediate replacement/full refund.</li> <li>Unless I receive the goods by the end of this week, I will have no choice but to cancel my order.</li> </ul>
CONCLUSION/ CLOSING PARAGRAPH	<ul style="list-style-type: none"> <li>I hope that this matter can be resolved...</li> <li>I hope that you will deal with this matter promptly as it is causing me considerable inconvenience.</li> <li>I feel/believe that I am entitled to a replacement/ refund...</li> <li>I demand a full refund/an immediate replacement/etc or I shall be forced to take legal action/ the matter further.</li> <li>I hope that I will not be forced to take further action.</li> </ul>
ENDINGS	<ul style="list-style-type: none"> <li>Yours faithfully(,) (when the letter starts Dear Sir/Madam)</li> <li>Yours sincerely(,) (when the letter starts Dear Mr/Ms Jones)</li> </ul>