# Letter of Complaint

## Complaints, Complaints!!

The next letter will be one again to a hotel, but this time making a complaint about the arrangements. What is important about this type of letter is that it should be at all costs polite, especially if you wish to make a claim

A moderate and tactful tone is always better than anger and impatience, even if those are the feelings that you are experiencing.

ABAHE

## Letter of Complaint

25 March Grove
Puddlebury
Glos
GL5 6XN

15 August 2003
The Manager
Mountain View Hotel
Kelston
Cumbria
KL2 LI5

Dear Sir,

I regret having to write this letter after the most delightful holiday we had in the Lakes. However in spite of this I feel that I must mention the following problems we had while staying at the Mountain View Hotel.

a) What you charged us (which in fact we paid before leaving your hotel last week) was considerably above the charges you listed in your brochure. When at the time of paying, I pointed this out, your assistant said the brochure we had been sent was now out of date. New charges had come into force in the past month.

b) I had indicated in my original letter that we wanted vegetarian meals, and you said that would be convenient. However when we asked about this at the hotel, we were told that as we were the only ones then wanting vegetarian food, it was not possible, because special orders had to be made for the alternative meals. This again, I am sorry to say, was not satisfactory as my husband who is a convinced vegan went without most of her meals while we were staying at your hotel. As a result of this we had to buy extra food outside.
We did not say anything at the time as we didn't want to make our dissatisfaction public. However I feel that it is necessary for me to point this out now, so that in the future you can more easily satisfy your customers. It is not at all right to make claims in your brochure which turn out to be false.
I am sorry to have to make this complaint as I am sure you are doing your best. However I am sure you do not at the end of the day want to have dissatisfied customers which is why I am writing

to you

Yours truly

Beatrice Winter

| **Activity 7** | Follow the instructions below: |
|---|---|
| | Rewrite the letter to the Manager of the Mountain View Hotel in not less than 100 and not more than 150 Words. You should not write as Mrs Winter but refer to her in the 3rd Person as if you were reporting what had happened<br><br>a) Write the Account in the Past Tense.<br>b) Pretend you are a newspaper reporter describing what happened. |

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