

# A letter of complaint



# What is a letter of complaint?

Complaint = complain

**Service** – subpar check-in experience at a hotel

**Product** – faulty product, missing parts

**Situation** – late in receiving benefits / payment

# Parts of a complaint letter

## *Formal letter*

1. Greeting
2. Reason for writing
3. Brief description of problem
4. How I would like it to be rectified
5. Closing
6. Sign off

# Example

Product

Faulty product, missing parts

# Parts of a complaint letter

*Formal letter*

- 1. Greeting**
2. Reason for writing
3. Brief description of problem
4. How I would like it to be rectified
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# Greeting

First part of the letter

The recipient is known:

Dear Mr. Baxtor, Dear Mrs. Wilson, Dear Ms. McDermot ...

The recipient is unknown:

Dear Customer Service Manager, Dear Sir / Madam,  
To Whom It May Concern ...

# Parts of a complaint letter

## *Formal letter*

1. Greeting
- 2. Reason for writing**
3. Brief description of problem
4. How I would like it to be rectified
5. Closing
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# Reason for writing

I am writing to **display** my **utter** disappointment **having received** the **faulty** TV unit which I had ordered.

# Parts of a complaint letter

## *Formal letter*

1. Greeting
2. Reason for writing
3. **Brief description of problem**
4. How I would like it to be rectified
5. Closing
6. Sign off

# Brief description of problem

Brief! Only sections relevant to the problem

Use adjectives – describe

Specific details – time, date, place, product name, value...

Polite!

## Product – faulty TV unit

*Missing screws, nuts and bolts*  
*Shelves too wide*

## Product – faulty TV unit

I had **placed the order for** a Milan Oak TV unit, **priced at** £169 on 3rd December 2020. The product description **mentioned** that the stand included 2 **shelves**. However, not only were some parts missing from the pack (**screws, nuts and bolts**), the shelves were too wide for the unit. **It goes without saying** how disappointing this was, so close to Christmas.

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## *Formal letter*

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4. **How I would like it to be rectified**
5. Closing
6. Sign off

## How I would like it to be rectified

I would like to request a replacement as soon as possible. I would also like to have your **designated courier** take the faulty TV unit away, as I do not have a car to take the unit to a post office to post back to you.

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4. How I would like it to be rectified
- 5. Closing**
6. Sign off

# Closing

*This is the final sentence or sentences before you end the letter or email.*

- I hope to hear from you soon.
- I hope my requests will be met.
- Unfortunately I will not be a returning customer.

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## *Formal letter*

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4. How I would like it to be rectified
5. Closing
6. **Sign off**

# Sign off

*In a formal letter or email, it is very important to sign off correctly.*

If you have written the letter to a person you **know**, you would end with:

**Yours sincerely**

If you have written the letter to a person you **do not know**, you would end with:

**Yours faithfully**