



# **ACADEMIC LYCEUM “INTERNATIONAL HOUSE – TASHKENT”**

**1<sup>st</sup> semester  
ENGLISH LANGUAGE**



# Topic 48: Solutions. Upper-intermediate. Student's book. Unit 4.

## A letter of complaint.





# What is complaint letter?

- ▶ A complaint letter requests some sort of compensation for defective or damaged merchandise or for inadequate or delayed services. While many complaints can be made in person, some circumstances require formal business letters.
- ▶ The complaint may be so complex that a phone call may not effectively resolve the problem.

# LETTER OF COMPLAINT

To show dissatisfaction

The causes of complaint:

1. Wrong goods
2. Poor quality
3. Insufficient quantity
4. Damaged goods
5. Late delivery
6. Prices charged are too expensive/high
7. Non delivery
8. Etc



# *Writing a Letter of Complaint*

Letters of complaint usually include the following stages:

Background

Problem (cause and effect)

Solution

Warning

Closing







# COMPLAINT LETTER

Complaint letters are typically written to:

- ■ Complain about the quality of a product or service
- ■ Complain to governmental authorities.
- ■ Complain to a landlord or neighbor.
- ■ Complain about a billing problem.
- ■ Complain about harassment at work.
- ■ Complain to the news media.
- ■ Complain about an order delay.
- ■ Complain about an invoice.
- ■ Reprimand an employee.
- ■ Request a refund.
- ■ Disagree with a coworker.

# A Complaint Letter

Parangtritis Beach Hotel  
December 30<sup>th</sup>, 2011



Dear Sir,

I am one of your customers staying in your hotel. I am planning to stay for a week from December 30<sup>th</sup>, 2011 to January 5<sup>th</sup>, 2012. So, today is my first day here. I stay in room no. 217. As I stay here, I don't find any convenience as stated in your brochure. It is said that all rooms face to the beautiful view of Parangtritis. On the other hand, I get a room which views to the dumping area. It smells bad and very terrible.

I have always wanted to be your customer in my visit to Yogyakarta and I want to keep it forever if I get a good service from you. Otherwise, I would have to look for another hotel which gives good service.

I hope to hear from you very soon.

Yours faithfully,



# Reply to Complaint Letter

Parangtritis Beach Hotel  
December 31<sup>st</sup>, 2011

Dear madam,

Thank you for your letter of December 30th, 2011. we are pleased to hear that you have planned to stay for a week in Yogyakarta, but we must apologize for the inconvenience of your condition here.

We are promised to fix the condition. Our officers will be willing to help you in moving all of your stuffs.

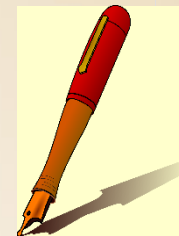
Once again, please accept our apologies for this condition.

Yours faithfully,

Eko Supriyadi



## How to write an Informal Letter.



### The Writing Strategy of an Informal Thank-You Letter.

1. Write your address and the date in the top right (- hand) corner
2. Start the letter with: *Dear + Name*,
3. Ask how a person you are writing to is or express your hope she/he is well  
*How are you? I hope you are well.* Then express your gratitude for the received letter. *Thanks for your letter. It was good to hear from you.*
4. You are allowed to use short forms (contractions): *It's, You're, I'd* and colloquial expressions.
5. You finish the letter with: *Love, Lots of love, Best wishes*,
6. Then sign it with your name
7. If, after having finished the letter, you want to add something, do it in post scriptum. - *PS*

