

### Letter of Complaint

<b>Opening</b>	<p>I am writing to complain about.../to express my concern about/disappointment with...</p> <p>I would like to draw your attention to...</p> <p>I am writing on behalf of...</p>
<b>Useful phrases</b>	<p>Firstly, your advertisement states/claims that _____.</p> <p>However, this was simply not the case, _____ (explanation).</p> <p>To begin with...</p> <p>Moreover / Furthermore, that _____</p> <p>I was supposed to _____ whereas I actually _____</p> <p>I feel I must also disagree with _____</p> <p>I should also like to point out that _____</p>
<b>Closing</b>	<p>I would appreciate it / be grateful if you would _____</p> <p>It seems only fair that you should _____</p> <p>I trust / very much hope you will _____</p> <p>I look forward to receiving your reply.</p>

**Sample Question**

**Question**  
Read this extract from a letter you have recently sent to a friend:

.... Oh, and by the way, don't go to Barry's Restaurant for your birthday. We went there last night - the service was awful and the food was a disaster! I complained to the head waiter but he asked me to put it in writing ...

Write your letter of complaint to the restaurant manager. (220-260 words)

**Remember!**

- Use formal language
- No contractions
- Follow the format of a formal letter
- Use passives to complain about what someone or a company has done

**Format**

Salutation

- 1) Explain your reason for writing
- 2) 3) Make the complain clear (answer the task notes)
- 4) Politely request action

Sign off