WEEK TEN: Lesson Three

Subject: English Language
Grade: Ten
Topic: Letter Writing
Sub-Topic: Letter of Complaint

Objectives:
- Correctly, outline the structure of the letter of complaint.
- Correctly, write a letter of complaint using a given topic

• A letter of complaint, or complaint letter, is normally written to deal with a problem situation when other attempts have failed to rectify the situation.

• When you are responding in written form, you should avoid angry, hostile or sarcastic tones.

  **Tone**

• The writer’s tone is his/her attitude towards a subject. The writer’s tone is created by the use of language, that is, the style of address, word choice, point of view and voice.

**Structure of a Letter of Complaint**

- Purpose of the letter
- Begin with a detailed description of the product or service
- State what exactly is wrong with the product or service
- Briefly describe the inconvenience you have suffered
- Indicate precisely how the situation should be corrected
- Ask for prompt handling of the claim
# Language Structure of the Letter of Complaint

<table>
<thead>
<tr>
<th>a) Introduction</th>
<th>b) Complaint</th>
<th>c) Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>I'm writing:</td>
<td>I must object…..</td>
<td>I expect to be compensated for the compensated for inconvenience I ……</td>
</tr>
<tr>
<td>• Because……</td>
<td>• I must complain about…..</td>
<td>• I expect better service from………</td>
</tr>
<tr>
<td>• On account of…</td>
<td>• I find it quite distressing that …..</td>
<td>• I would like to know what action you will take to resolve this situation.</td>
</tr>
<tr>
<td>• On the subject of….</td>
<td>• I feel something ought to be done/ said about……..</td>
<td>• I look forward to a prompt reply/ a full explanation</td>
</tr>
<tr>
<td>• To draw your attention to…..</td>
<td>• It’s time that….was/were……..</td>
<td>• I await your response/ suggestions/ comments</td>
</tr>
</tbody>
</table>

## Sample Letter of Complaint

56 Delph Street  
Georgetown, Guyana.

September 15, 2020

Customer Service Manager  
That Awful Company  
478 Main Street  
Georgetown, Guyana

Dear Sir/Madam,

I am writing today to complain of the poor service I received from your company on September 12, 2020. I was visited by a representative of That Awful Company, Mr. Madman, at my home on that day.

Mr. Madman was one hour late for his appointment and offered nothing by way of apology when he arrived at noon. Your representative did not remove his muddy shoes upon entering my house, and consequently left a trail of dirt in the hallway. Mr. Madman then proceeded to present a range of products to me that I had specifically told his assistant by telephone I was not interested in. I repeatedly tried to ask your representative about the products that were of interest to me, but he refused to deal with my questions. We ended our meeting after 25 minutes without either of us having accomplished anything.

I am most annoyed that I wasted a morning (and half a day's vacation) waiting for Mr. Madman to show up. My impression of That Awful Company has been tarnished, and I am now concerned about how my existing

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business is being managed by your firm. Furthermore, Mr. Madman's inability to remove his muddy shoes has meant that I have had to engage the services, and incur the expense, of a professional carpet cleaner.

I trust this is not the way That Awful Company wishes to conduct business with valued customers—I have been with you since the company was founded and have never encountered such treatment before. I would welcome the opportunity to discuss matters further and to learn of how you propose to prevent a similar situation from recurring. I look forward to hearing from you.

Yours respectfully,

Valarie Smith

EXERCISE

**Direction:** Write a letter of complaint on one of the following. Identify the audience to whom this letter will be addressed, and define your purpose clearly

a) Fast food or poor quality.

b) An error on your cellular/mobile bill.

c) Discourteous service you received from a sales representative at a company.

d) The irregular disposal of garbage in your neighbourhood.

e) The late delivery of an item you purchased to be used for a special occasion.

f) Damaged electronic equipment because of a power surge in your area.

g) A lack of regular water supply in your area.