WEEK FOURTEEN: Lesson One

SUBJECT: English Language
GRADE: Ten
TOPIC: Letter Writing
SUB-TOPIC: Letter of Complaint

OBJECTIVES:
- Correctly, state two reasons for writing letters of complaint.
- Correctly, outline the structure of a letter of complaint.
- Correctly, write a letter of complaint using a given topic.

A Complaint Letter is a type of letter written to address any type wrong doing, offence, grievance, resentment arising out of a product, service etc. Complaint Letters are used to raise your concerns about unfair things and seek a productive outcome. They are also used to vent out your pent up emotions arising out of your suffering or bad experience.

Types of Complaint Letters

Complaint letters are of different types and different reasons and depending upon that they can be categorized accordingly.

Depending on the level of an organization or an individual these can be:

1. Personal Complaint Letters - When a letter is written at a personal level by an individual it is called as Personal Complaint Letter. These are written by consumers to get refund, replace a product etc. These are also written for grievances’ regarding a service or any issue affecting the individual or society at large.

2. Professional Complaint Letters - When a letter is written on behalf of an organization it is called known as Professional Complaint Letter. These letters have the backing of an organization and are mostly related to professional items and services.

What to include in a complaint letter

When writing a complaint letter you should:

- describe your problem and the outcome you want
- include key dates, such as when you purchased the goods or services and when the problem occurred
- identify what action you’ve already taken to fix the problem and what you will do if you and the seller cannot resolve the problem
- ask for a response within a reasonable time
- attach a copy of any supporting relevant documentation such as a receipt or invoice.
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30th June, 2012  

Customer Care Manager  
Customer Service  
Airtel Telecom  
8423 Green Terrace Road  
Asheville, WA 65435  

Dear Sir or Madam  

Re: Order Number TF285347  

I recently ordered a new Betel Modem (item #285347), Model 100CX from your website on 20th June 2012. I received the order on 7th July. Unfortunately, the modem turned out to be defective. I connected it to my PC and installed all the drivers provided. I followed the manual provided but it didn’t work. All the Lights on the Modem were ON. I even went through troubleshooting but to no avail. I even installed it on my friends PC but ‘No Connectivity’. I used my Dying Modem to check if the ‘Line wasn’t Faulty’. The internet worked fine and there was ‘No issue with the Line’. I even formatted and reinstalled Windows just to make sure that there wasn’t a problem in my system. But that didn’t make the modem work.  

As mentioned above, I have tried everything and the fault lies clearly in the modem. I would like you to credit my account for the amount charged for the modem. I needed a new modem so I bought it from a local shop. I don’t need a Replacement but a Refund which I am entitled to as per your Policy.  

Thank you for taking the time to read this letter. I have been a loyal and satisfied customer of your company for quite some time now. This is the first time I have encountered a problem.  

Looking forward towards a Prompt Refund.  

Sincerely,  
Signature  
Arnold Armstrong  

Exercise  

Instructions: Write a letter of complaint on one of the following situations:  

5. Write a letter to the manager of Exclusive Styles, complaining that the wrist watch you recently bought from them does not function properly and ask for replacement.  

6. Write a letter to the editor of a local daily complaining against the school-bus drivers for rash-driving and overcrowding of buses causing risk to the lives of innocent school children.  

7. Write a letter to your principal about the deplorable conditions of the washroom facilities.