



BUSINESS LETTERS

COMPLAINT LETTER



What is a Complaint Letter?

It is a type of letter written to address:

- Any type of wrong doing
- Resentment of a product; replace a product or refund
- Complaining about the quality of a product

Used to raise your concerns (problems) about unfair things to find a solution.

Writing style and paragraphs of the Complaint Letter

Written in a formal writing style (could/would modal verbs are used often)

It has 3 or more paragraphs:

- opening,
- main,
- closing

Opening paragraph

Introduce yourself → your name (My name is...); your workplace/study place (and I work for; I am a student of....)

Tell your reasons → why you are writing; what your exact complain is (I am writing to complain about/to ask for an explanation about, etc.)

Give facts → date, time, location where you bought the product or received the service

Main paragraph

Give any necessary details → (replacement, refund, repair, or some form of compensation) state these clearly in this paragraph → I would like to get a (refund)...., etc.

Mention the attached files → guarantees, receipts (I am attaching the necessary documents below...)

Closing paragraph

call for action →

Provide exact time period withing which
you would like the problem to be resolved
(I look forward to receiving your
explanation; payment; to hearing from you
in the next two weeks by the end of April)

Useful expressions

Useful phrases:

Background (why?)	<ul style="list-style-type: none"> I am writing to inform you that... I am writing to you to ask for an explanation about... _____ I am contacting you because I have a complaint about ...
Problem	<ul style="list-style-type: none"> I found that... Please note that the goods we ordered on (date) have not yet arrived. _____ We regret to inform you that our order No.____ is now considerably overdue. I would like to ask about the transport charges which seem unusually high.
Solution	<ul style="list-style-type: none"> This error put our firm in a difficult position, but we would like to ... I am therefore returning the invoice to you for <u>correction</u>. This large number of errors is unacceptable to our customers, and we are therefore unable to.... _____ I am writing to ask you to please correct this error immediately Please send us a corrected invoice
Warning (optional)	<ul style="list-style-type: none"> Otherwise, we may stop ordering from you. I'm afraid that if these conditions are not met, we may be forced to take legal action. _____

	<ul style="list-style-type: none"> If the fees are not paid by Tuesday, 3 September 2013, you will be charged a 10% late payment fee.
Closing	<ul style="list-style-type: none"> I look forward to receiving your explanation of these matters. _____ I look forward to receiving your payment. I look forward to hearing from you shortly.

Other useful expressions

Reasons for writing:

- I am writing in order to complain about...
- I am writing to complain about....
- I am writing to express my dissatisfaction with...

Expressing Dissatisfaction:

- It is not acceptable to/that...
- I am not at all pleased that...
- I am disappointed because...

Other useful expressions

Demanding action:

- I suggest that you replace the item
- I would be grateful if you could give me a full refund
- I would like to request that...
- I would appreciate if you could...

Ending the letter:

- I look forward to hearing from you.
- I look forward to receiving a full refund by the.....
- I look forward to receiving a replacement
- I look forward to your reply and a resolution to my problem

Complaint Letter (example)

Arnold Armstrong
89 Villa Street
Val Haven, CT 95135
Phone – 890056711
arnisstrong@arnold.com

30th June, 2012

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

Dear Sir or Madam

Re: Order Number TF285347

I recently ordered a new Beetel 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

Writing tips

Be clear and specific! (use bulletpoints if necessary)

Be polite (your request is your need; always express your gratitude in the beginning and the end of the letter. → I would be grateful; Thank you in advance! etc)

Make sure you include: the reason for writing, date/time/location where you received the service or product, what went wrong, what you would like to happen!

Be short but not too short (write 3 paragraphs minimum and 4-5 max)

Proofreading is essential (check errors!)