

COMPLAINT FORMAL LETTER	
LAYOUT	USEFUL PHRASES
GREETINGS	<ul style="list-style-type: none"> ▪ Dear Mr/Mrs/Ms Smith(,) ▪ Dear Sir/Madam(,)
INTRODUCTION/ OPENING PARAGRAPH	<ul style="list-style-type: none"> ▪ I am writing in connection with... to complain about.../ to express my dissatisfaction with... to draw your attention to... ▪ I have to say that I was not at all satisfied with... ▪ I am sorry to say that I was extremely disappointed with...
MAIN PART (State what exactly happened) (2-3 PARAGRAPHS)	<ul style="list-style-type: none"> ▪ Although you advertise 'top quality', I felt that the product I received was well below the standard I expected. ▪ The goods were faulty/damaged/in poor condition. ▪ There seems to be an error in the invoice/ a misunderstanding. <p><u><i>Example paragraph:</i></u></p> <p><i>Our order dated 16 September clearly stated that we wanted 1,000 t-shirts. However, we only received 800. Furthermore, we asked you to print our company logo in the top left corner of the shirts and you have printed it in the centre.</i></p> <p><i>To make matters worse, your staff were very unhelpful when I called. Above all, no-one took responsibility to sort out the problem -I was simply passed from person to person. In addition, after 30 minutes I gave up in frustration and ended the call.</i></p>
REQUEST FOR ACTION	<ul style="list-style-type: none"> ▪ I would like you to investigate this matter, and let me know your decision. ▪ I would like a full/partial refund as soon as possible. ▪ Could you please arrange for me to receive a new (radio/CD, etc) or refund my money in full? ▪ We must insist on an immediate replacement/full refund. ▪ Unless I receive the goods by the end of this week, I will have no choice but to cancel my order.
CONCLUSION/ CLOSING PARAGRAPH	<ul style="list-style-type: none"> ▪ I hope that this matter can be resolved... ▪ I hope that you will deal with this matter promptly as it is causing me considerable inconvenience. ▪ I feel/believe that I am entitled to a replacement/ refund... ▪ I demand a full refund/an immediate replacement/etc or I shall be forced to take legal action/ the matter further. ▪ I hope that I will not be forced to take further action.
ENDINGS	<ul style="list-style-type: none"> ▪ Yours faithfully(,) (when the letter starts Dear Sir/Madam) ▪ Yours sincerely(,) (when the letter starts Dear Mr/Ms Jones)