

# Unit 6

## Transportation

Writing a letter of  
complaint

# Teaching Objectives

01

Five parts of a complaint letter

02

Useful expressions for a letter of complaint

03

Put into use

04

Sample

01

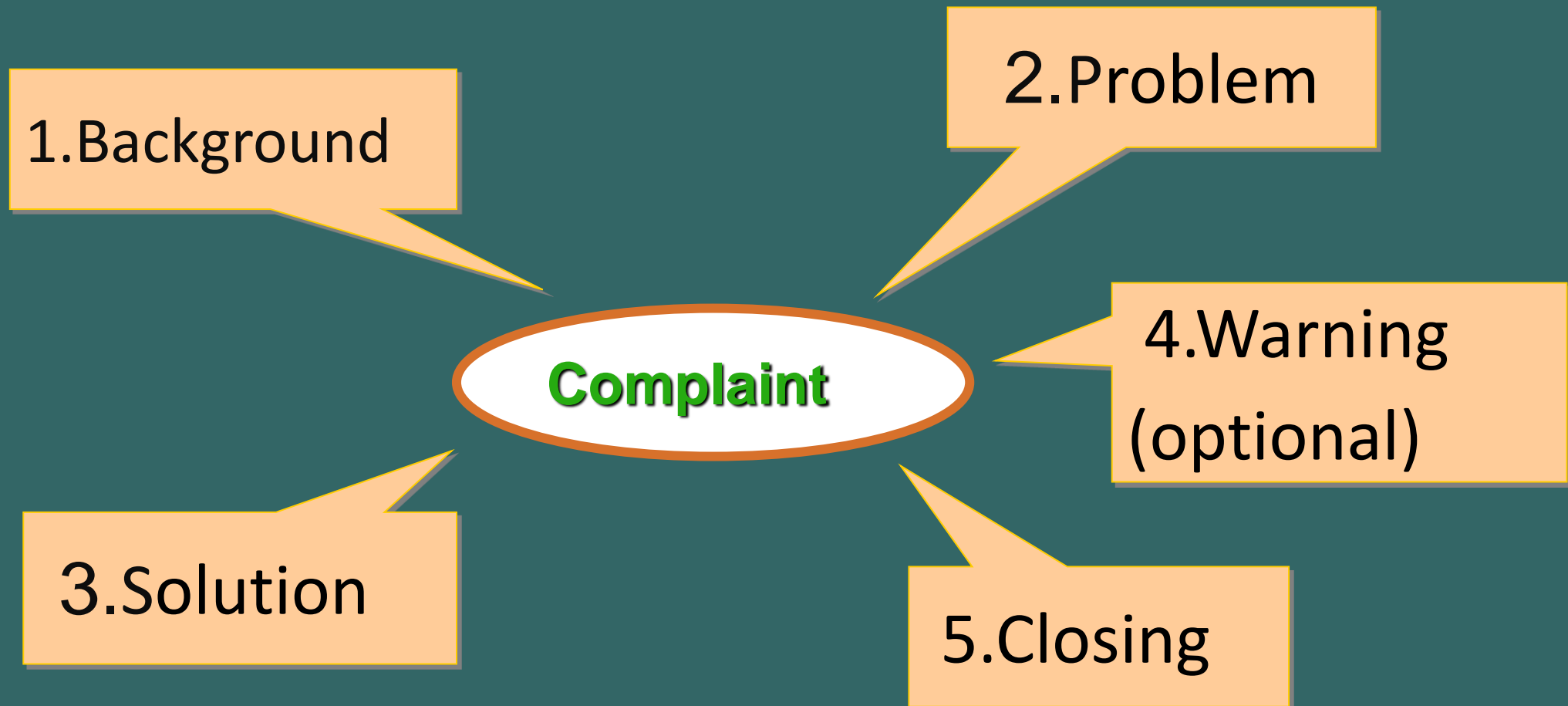
## Five parts of a complaint letter

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## Five parts of a complaint letter

- ❑ When you have problems with faulty goods or services, it is often a good idea to put the details of your complaint in writing.
- ❑ It usually consists of the following parts.



## Five parts of a complaint letter



□ It usually consists of the following parts.

- Background – describe the situation;
- Problem – explaining **cause and effect**;
- Solution – stating exactly what you want to be done about the problem;
- Warning – stating actions to take if the problem is not solved;
- Closing – ending with a wish to solve the problem.

## Five parts of a complaint letter

### General Tips:

- Try to make sure your letter is sent to the **right person or department**.
- Try and keep your letter **short**.
- **Be polite** as rudeness will not help your cause!
- Say **what you want** for your complaint to be resolved.
- Give **a reasonable timetable** for action to be taken before you will consider other options.



# 02

## Useful expressions for a letter of complaint

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# Useful expressions for a letter of complaint

## 01 opening

- ❖ I am writing to complain about ...
- ❖ I am writing to express my strong dissatisfaction with ...
- ❖ We were extremely disappointed with...





# Useful expressions for a letter of complaint

02

problem

- ❖ The ... was so bad that ...
- ❖ It didn't work/ was out of use.

Complaints

## Useful expressions for a letter of complaint

### 03 solution

- ❖ I am not going to accept this/ put up with this/ let this go.
- ❖ I should like to know that you intend to/ are going to ...about this.
- ❖ It's high time you ...
- ❖ We expect a letter of explanation/ a substantial refund.



## Useful expressions for a letter of complaint

04

warning

- ❖ Unless..., we shall take matters further.
- ❖ I should warn you that ...



03

Put into use

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# Put into use



## TASK 1

Fill in the blanks with the words given below.  
Change the form if necessary.

inconvenience   otherwise   hear   but  
ask   ensure   shipment   inform

Dear Sirs,

I am writing to inform you that the goods your company shipped for us have not been supplied correctly.

On 1 November 2008 we consigned (托运) 12,000 super long-life batteries to your company for shipment. The consignment (托运的货物) arrived yesterday, but it contained only 10,000 batteries.

# Put into use



## TASK 1

inconvenience  
ask

otherwise  
ensure

hear  
shipment

but  
inform

This error put our firm in a difficult position, as we had to make some emergency purchases to fulfill our commitments to all our customers.

This caused us considerable inconvenience.

I am writing to ensure you to make up the shortfall immediately and to ask that such errors do not happen again. Otherwise, we may have to look elsewhere for shipment.

I look forward to hearing from you by return.

Yours faithfully,

Jack Walters

Purchasing Officer



# Put into use



## TASK 2

Your old friend John ordered a shirt (order NO. 890560) from Rainbow Company online three weeks ago. But unfortunately they sent you a shirt in a wrong size, Please help John to write an email to ask the company to send him the right-sized shirt and cover the fee of sending the wrong shirt back to them.



04

Sample

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# Sample

Dear Sirs,

I am writing to inform you that the shirt you sent me is in a wrong size.

I ordered a shirt (order No. 890560) in size 39 from your company online three weeks ago. But yesterday when I got the shirt, I found it was in size 40. Obviously, the size doesn't fit me at all.

I'd be grateful if you could send me the right-sized shirt as soon as possible and refund my postage after I send the wrong-sized shirt back to your company.

I really appreciate your help.

Yours faithfully

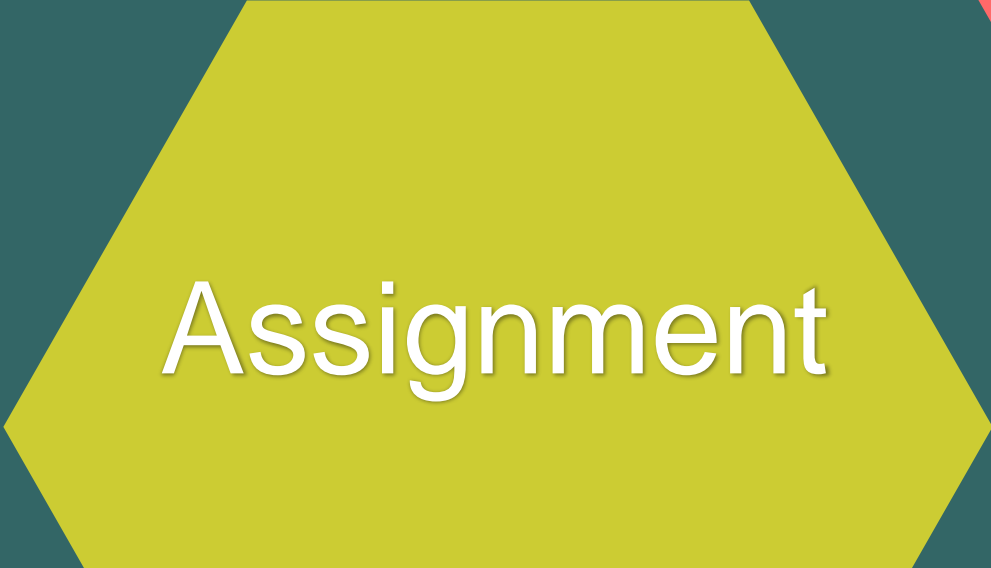
Li Hong





**Write your own letter of  
complaint**

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THANK YOU