

## A polite written complaint

I can make a polite written complaint

1 Have you, your family or your friends had any of the problems listed below when buying something? Tell your partner about them.

1 It was past its sell-by date.

2 It didn't work.

3 It was broken or damaged.

4 Some parts were missing.

5 The service was bad.

6 The delivery was late.

7 It was different from the description.

8 It was the wrong product.

2 Read email 1 and answer the questions.

1 Which problems from Exercise 1 did the customer have?  
2 Do you think this is a polite written complaint? Why?/Why not?



EMAIL 1

I can't believe you've sent me another pair of headphones that don't work. These headphones are rubbish. When I called about the first pair that didn't work, the person on the phone was very unhelpful. The second time, he was rude. I think he's in the wrong job – he shouldn't be in contact with the public. He needs to do a course in people skills. Anyway, he told me to write to the head office. I found that annoying, but I did it and you sent a replacement. Guess what – they're damaged and they don't work!!!! I want my money back now, and I will never use your company again.

Ronnie

3 Read the tips in the WRITING FOCUS. Which tips does email 1 NOT follow?

## WRITING FOCUS

### A polite written complaint

- 1 Open and close the email or letter politely.
- 2 Give a reason for writing.
- 3 Say what you bought and when.
- 4 Explain the problem giving details.
- 5 Tell the reader what you expect them to do.
- 6 Use polite language with no contractions.

4 Read email 2. For WRITING FOCUS tips 1–6, find examples of language in the email.

EMAIL 2

Dear Sir or Madam,

I am writing to complain about the service provided by your company.

I bought a pair of headphones (Model: SA-DIV-RED) from your website on 3rd March. They arrived the next day, but when I tried them, they did not work, so I returned them to you on the 5th March and you exchanged them. Unfortunately, the second pair you sent were the wrong model, so I emailed you again and sent them back one more time. I received a pair of headphones from you today, but when I unpacked them, I found they were damaged, and they do not work.

I am very disappointed with your service. I do not want another pair of headphones from your company. I would be grateful if you could send me a full refund for the headphones and the cost of sending them back to you three times.

Yours faithfully,

R Barker

## CONTACT US

Select a category: choose from the dropdown menu

Please tell us the type of problem you are experiencing:

• My download won't complete

• This is not the music I wanted

• My file won't play

• The quality of sound is low

• I deleted the file by mistake

Comment

I want to complain about your service. I have tried to download Adele's album '21' three times this month but every time, the download has not completed. I've contacted you three times on 1st, 8th and 17th April. I've been a loyal customer for two years and I've enjoyed the music I've bought each month from your site. But now I want a refund of my last month's subscription. Please close my account.

SEND