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## Unit 7d Letters of Complaint

- 2 Read the instructions and the model letter below and find the topic sentence of each paragraph. Then, underline any phrases which you feel are too informal for a letter of this kind, as in the example. (The numbers in circles indicate the lines which contain the informal phrases.) Replace these with the phrases from the list below.

- a) compensate me for, b) otherwise I will be forced to, c) I am writing to express my extreme dissatisfaction with, d) I insist that you, e) Despite my objections, f) Having no other alternative, g) I therefore request that you, h) Contrary to what I had been told

You recently hired a car for a part of your holiday. However, there were several problems with the arrangements. Write a letter of complaint to the manager/manageress explaining the problems and requesting compensation.

Dear Sir/Madam,

- ① I'm writing this because I'm really upset about the service I received when I rented one of your cars on 20th July.  
Firstly, I had specifically requested a four-door model. However, I was given a smaller two-door version which, apart from being too small for  
② my needs, was clearly in need of extensive repair. I moaned about it but your employees informed me that it was the only car available and  
③ assured me that it was in perfect order. I couldn't do anything else, so I accepted the vehicle.  
④ Although they said there weren't, there were, in fact, several things wrong with the car. Despite the fact that I had driven it for only one hour, I was forced to stop when the engine showed signs of overheating. Having added two litres of water to the radiator, I was able to continue, although during the course of my journey a knocking sound from the engine became increasingly persistent and the windscreen wipers stopped working.  
My subsequent journey was most uncomfortable. Not only did I have the worry of driving a car which was not roadworthy, but I also had to stop on three occasions to refill the radiator. Finally, I had no choice but to leave the car at your Oxford branch and continue my journey using public transport.  
I feel that your employees acted irresponsibly in issuing a car which was not safe to drive, and I believe I am entitled to compensation for  
⑤ the interruption to my holiday. So I want you to send me the sum of  
⑥ £200 to cover the cost of my train ticket and to make me feel better after the distress I was forced to suffer as a result of your negligence.  
⑦ You'd better give this matter your urgent attention, or else I really  
⑧ will have to take legal action.

Yours faithfully,  
S. Mallison  
Mr S. Mallison

### Linking Words

Complaints and justifications can be linked together as follows:

I purchased the camcorder only a month ago **but** the rewind button does not function properly.

I purchased the camcorder a month ago. **Nevertheless, / However,** the rewind button does not function properly.

The rewind button does not function properly **in spite of / despite the fact that** I purchased the camcorder only a month ago.

**Although / Even though** I purchased the camcorder only a month ago, the rewind button does not function properly.

- 3 Match the complaints and justifications below, then join them using appropriate linking words/phrases.

#### Complaints

- 1 The goods we ordered have not been received yet.
- 2 Our wooden floors have become dull.
- 3 The batteries died after a few hours.
- 4 The hotel was an hour's drive from the beach.
- 5 The film was too long and very boring.
- 6 The knife became blunt after only a month's use.
- 7 The mascara made my eyes water.
- 8 My daughter's watch stopped after she swam with it on.

#### Justification

- a The label on the packet claims they are long-lasting.
- b We were told they would not lose their shine.
- c They were shipped a month ago.
- d We were told it was within walking distance.
- e The manufacturer claims it is hypoallergenic.
- f The trailer said it would keep me on the edge of my seat.
- g The package label states that it is waterproof.
- h You said it was guaranteed to stay sharp for five years.

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