

LETTERS/EMAILS OF COMPLAINT

① You have recently ordered an item through the Internet, but are not happy with the purchase. Write to the company. In your letter/email:

- describe what you purchased
- explain why you are not happy with the purchase
- tell them what you would like them to do about the situation

② You have seen a commercial on your local television station which appeared during a children's programme. You feel that an advertisement of this type is not suitable for showing on children's TV. Write a letter/email of complaint to the television company, explaining why you object to it and what you would like them to do about it.

③ You have just returned from a trip to Florida. You flew there and back with "Ocean Air". You decide to write to the airline to complain about your flight and ask for some money back.

Read the advertisement and the notes you made and then, using the information, write a letter to the airline. You may add other relevant points of your own.

FLY OCEAN AIR TO FLORIDA

We offer:

- **4 flights a day** *late boarding*
- **wide, comfortable seats**
- **friendly, well-trained staff** *quite rude*
- **a good choice of food**
(no problems with special diets) *no vegetarian for me!*
- **the latest in in-flight entertainment** *movie already been on TV!*

④ Write a complaint about a tape recorder that stopped working after just two days since you've bought it.

- describe what is wrong with it
- write about your disappointment with the quality of the device
- describe what are the consequences of this situation
- offer some solution of this situation

⑤ You are attending a course in London. Last week, because the trains were delayed by bad weather, you were late for college every day. On the worst day, the train was 1 hour 20 minutes late and you missed two classes.

This is an extract from an information leaflet you have picked up at the station.

We hope you have a pleasant journey with Capital Rail, but if you have any comments or complaints about our services, please write to the Customer Care Manager.

What we promise to do when things go wrong:

- **If you are delayed for more than one hour you may claim rail vouchers to the value of 50% of the journey made.**

Write a letter to the Customer Care Manager at Capital Rail complaining about the poor service you have experienced and asking for compensation. Use your own words as far as possible.