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LETTERS OF COMPLAINT

Receiving an IELTS Task 1 question requiring you to make a complaint is not unlikely. In this situation, your language needs to be more forceful and you will need to assess the situation and demand justification. Typically, your letter of complaint will be addressed to some organizational body, and thus your language should remain completely formal. Even in the event you are asked to write a letter of complaint to a neighbour, your language should remain formal.

Let's use the following question throughout this chapter to demonstrate:

Question 1

Write a letter of complaint to a company outlining a problem you had while visiting one of their stores. In your letter include:

- what the problem was
- why this problem has upset you
- what you want to happen as a result of your letter

When starting your letter, be sure to outline exactly what it is you are complaining about:

I feel the need to bring to your attention an issue I have with the manner in which you stage your products. Allow me to elaborate.

Now that we have stated the purpose of our letter, we can go into detail. Remember that you need to be creative in this section, so inventing certain data is required:

Last week, while shopping at your west end location, I noticed that your center was playing an extremely graphic movie to demonstrate the visual capabilities of a new television model. The day I was in your store, my children were exposed to the violence you allowed to be screened. I am aware children are not your company's target market, but you have to acknowledge that they do visit your stores regularly with their parents.

To conclude our letter, we need to state with strength what changes we want to come about as a result of the letter. This section should be both concise and curt to indicate our disappointment with the receiver and our demand for rectification of the situation:

I trust you can empathize with my situation. Thus, I am expecting you to take immediate action by changing the material you use in your displays. I am also expecting you to reprimand the members of your team responsible for allowing such an oversight to happen.

To sign off, the writer should employ a phrase that pushes the receiver for action. The following are a few suggestions:

Expecting your prompt action,

Your timely attention to this matter is needed,

Immediate response required,

In its entirety, the letter reads:

Dear Sir/Madam,

I feel the need to bring to your attention an issue I have with the manner in which you stage your products. Allow me to elaborate.

Last week, while shopping at your west end location, I noticed that your center was playing an extremely graphic movie to demonstrate the visual capabilities of a new television model. The day I was in your store, my children were exposed to the violence you allowed to be screened. I am aware children are not your company's target market, but you have to acknowledge that they do visit your stores regularly with their parents.

I trust you can empathize with my situation. Thus, I am expecting you to take immediate action by changing the material you use in your displays. I am also expecting you to reprimand the members of your team responsible for allowing such an oversight to happen.

Your timely attention to this matter is needed,

Ryan