

# Formal Letter

## Formal Letter Etiquette

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2. Try not to be emotional; Avoid you/ you did not
3. If you do not know the name, use position.  
e.g Customer Service Manager,
4. Use formal and polite words, even when you are complaining

Source: Oxford Advanced Learner's Dictionary

# Formal Letter Kinds

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# Format or Layout

## Openings and endings

Dear Sir/Madam,  
Dear Mr. Peter,  
Dear Professor,

~~Hi Peter~~

~~Hello Kevin~~

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Best Regards,  
Best Wishes  
Yours Sincerely

~~Cheers,~~  
~~Speak to you soon~~

Introducing the topic

I am writing to express my dissatisfaction with ...

The purpose of this letter is to express my dissatisfaction with ...

Describing the problem the topic

**Strong Adjective:** shocked, distressed

**Less Strong:** disappointed, dissatisfied

What do you want:

Definite: A full/partial refund, a replacement, an apology

More flexible: Compensation, reimbursement,  
recompense

Endings:

I look forward to your swift reply.

I look forward to hearing from you at your earliest  
convenience.

I very much hope to hear from you shortly.

# Requesting an action

## 1. Very polite

- Would it be possible to send me ....
- I would be grateful if you could send me ...

~~Can you send me ....~~

~~Please can you let me ...~~

## Writing a Letter of Complaint

1. Explain clearly why you are writing.
2. Explain the problem and how you were affected.
3. Explain any further problems and the consequence
4. State clearly what action you wish the company to take
5. General comment say you would like to quick reply