

Figure 1.11 shows a letter of complaint

Fig 1.11 a letter of complaint

5 The Larches,
BLANKTON,
Exshire,
BL5 4JS

16th October, 19--

The Manager,
Blank Electricity Board,
BLANKTON,
Exshire.
BL1 6BD

Dear Sir,

Electricity Account No.NB.456/H

I was concerned to receive your final demand of 13th October, 19-- for payment of my quarterly electricity account of £35.78.

I wrote to you on 25th September querying this account and my letter was acknowledged by a card from you stating that my letter was receiving attention. I have not yet received a full reply.

In my earlier letter, of which I enclose a copy, I questioned the amount of the account, which I believe is far too high an estimate for a summer quarter during which electricity was used only for cooking and lighting.

The meter now reads 52405 units. Will you please send me a revised account based on this actual reading or, if this reading is unacceptable, send your meter reader to check.

In view of your threat to cut off my electricity, I hope that you will reply promptly.

Yours faithfully,

B. Bloggs

Enclosure

Fig 1.12 a letter seeking redress

Dear Sirs

CLAIM ON HOUSEHOLD POLICY AX 468/43779

I have received your letter of 16 April rejecting my claim because you do not consider that the terms of the Policy include accidental damage to shower trays.

I sincerely believe that this is not fair. It looks as if the wording of the Policy goes back a number of years to a time when showers were uncommon. So it does not mention them.

You will agree that nowadays more and more people have showers and that they are not at all exceptional. They are even officially recommended as a way of saving fuel.

Because it seems to me that I am being penalised by an unintentional omission from your Policy, I feel justified in making a complaint of unfair treatment to the British Insurance Association.

You are such an old and well-known insurance company that, before doing this, it seems reasonable to ask you first if you will reconsider my claim.

Yours faithfully

Fig 1.13 *a letter of adjustment*

19 October 19--

B Bloggs Esq
5 The Larches
BLANKTON
Exshire
BL5 4JS

Dear Mr Bloggs

Electricity account No NB 456/H

Thank you for your letter of 16 October 19-- about the final demand for payment of this account.

We apologise both for the delay in replying to your letter of 25 September 19--, which appears to have been mis-filed, and for the final demand which you were mistakenly sent.

Your meter reading of 52405 is indeed acceptable and a revised account, which will replace the previous estimated account, is being sent to you.

Yours sincerely

J Kincaid
Area Manager

Fig 1.14 *a letter of condolence*

Dear Mrs X

We were all most shocked to hear of the sudden death of your husband John last Wednesday and I write on behalf of the Company to express our deepest sympathy to you and your family.

In his nineteen years with the Company John had proved a real asset and had made many friends; his loss will be felt on all sides.

I realise only too well how much distress you must have been caused and have asked Tom Smith from our Personnel Department to keep in touch with you to offer what assistance he can.

Yours most sincerely

Fig 1.4 *a badly planned letter*

Dear Sirs

With reference to the telephone call of recent date we wish to advise you that the information on your outstanding items is as follows, 992945 has been delivered on document number 267339 and we have asked for Proof of Delivery from our Despatch Department on this item. U1300 is unfortunately back ordered at the moment. D104 is no longer in our range and you were sent a letter advising you of the situation. Item 994130 has been issued and should be with you within the next 10 days. A6005 and A6011 are both back ordered at the moment. A6007 has been issued Thursday and Friday of this week and should be with you within 10 days. D315 has been issued to you on document number 282390 and we have again asked our Despatch Department for Proof of Delivery on this item. Items D996, D935 and D995 a letter was sent to you advising you that these items must be ordered in a minimum of 20. Item 49493 HB pencils have been have been issued and should be with you within the next 10 days.

We hope this clarifies the situation on these outstanding items.

Yours faithfully,

FOCUS

There is one golden rule to bear in mind always: that we should try to put ourselves in the position of our correspondent, to imagine his feeling as he writes his letters and to gauge his reactions as he receives ours.

Advice from the Board of Inland Revenue to its employees!