

You have bought a new camera but when you got it home you found it had some problems. You returned the camera and spoke to the company representative a week ago but the camera has still not been repaired.

Write a letter to the company.

In your letter:

- **Introduce yourself**
- **Explain the situation**
- **Say what action you would like the company to take**

Reason for writing:

- I am writing in order to complain about
- I am writing to complain about
- I am writing regarding
- I am writing to express my dissatisfaction with

Introducing the complaint:

- Topic sentence stating the positive point. + However, + problem....Example: *We thoroughly enjoyed the first week of the holiday. However, after that we experienced a number of problems.*
- I am (extremely) dissatisfied / dissatisfied with the service / goods that I received / bought because

First complaint:

- Firstly
- First of all
- The first problem is / was
- My first complaint is
- My first concern is
- The first thing I would like to draw your attention to is

Further complaints:

- Secondly
- Also
- In addition
- In addition to this

- Added to this
- is / was also unsatisfactory / unacceptable
- Not only, but also
- To make matters worse,
- Furthermore

Mentioning negative consequences:

- I'm afraid that...
- Unfortunately,

Expressing Dissatisfaction:

- It is not acceptable to / that
- I am not at all pleased that
- I am disappointed because

Demanding action:

- I suggest that you replace the item
- I therefore suggest that I be given a full refund
- I would be grateful if my money was refunded
- I would be grateful if you could give me a full refund
- I would like to request that
- To resolve the problem, I would appreciate it if you could

Ending the letter:

- I look forward to hearing from you
- I look forward to receiving a full refund
- I look forward to receiving a replacement
- I look forward to receiving your explanation
- I look forward to your reply and a resolution to my problem

Dear Sir / Madam,

My name is Mark Roberts and **I am writing to you regarding** a Nokia camera that I bought at your department store on Sunhill Road, Dewsbury, on the 5th September.

The camera seemed to work fine in the shop. However, upon returning home, it became clear that the shutter mechanism was not functioning properly. **In addition to this**, there was a small scratch on the lens.

I therefore returned to the shop the following day, on the 6th September, and spoke to a company representative about the issue. I left the camera with the assistant and they assured me that they would look into the problem with a view to repairing the camera and get back to me a few days later.

However, it has now been one week and when I contacted the shop again they said that the camera has still not been fixed and they do not know how long it will be.

As I am sure you will understand, **it is not acceptable** to be waiting for such a long time for it to be repaired. **I would therefore like to request** that I be given a full refund should I not receive the repaired camera by the end of this week.

I look forward to hearing from you.

Yours faithfully
Mark Roberts