**Letter of complaint 7H**

**Exercise**:

You recently returned from a one-week language course in Ireland and were unhappy with the accommodation and excursions to offer. Write a letter of complaint to the holiday company explaining what went wrong and demanding action.

**Plan**:

1. Reasons for writing letter

2. Travel problems

3. Problems with accommodation

4. What should happen next

**Letter of complaint**:

Dear Sir or Madam,

I am writing to express my dissatisfaction with one-week language course I booked through your website in Ireland. I regret to inform you that the accommodation and excursions provided didn’t stand up to my expectations. I believe that some action needs to be taken to address these issues.

First of all, the accommodation I got was not up to the standards which were promised to me. The room was cramped and dirty. What’s more is that my neighbor’s room was repaired and it really distracted me from my studies.

Secondly, the excursions that were included as part of the package were also disappointing. It was promised that course participants will have a sightseeing tour of their life. In fact, some excursions to historic landmarks were canceled. The alternative excursions offered were not of the same standard as the original ones.

I trust that you will investigate this complaint fully and offer an appropriate form of compensation in due course. Should you wish to receive more information, feel free to contact me by telephone

Yours sincerely,

Mr K Gleb