**专题12 投诉信**

【话题导入】

在日常生活中,人们常会遇到令人不满意的情况,如所购买的商品有瑕疵、售后服务不好、旅游过程中受到不公正的待遇等。这时我们可以写投诉信以求问题得到解决。

【写作指导】

投诉信是写信人对产品或服务表示不满的信件。常用于消费者的利益受损、正常生活和工作受到干扰等令人烦恼的事情。写投诉信时,注意写明投诉原因,用词恰当。

* 写作步骤

第一段:表明投诉原因

第二段:具体说明投诉问题,并说明问题带来的后果

第三段:提出合理的解决方案或期待回复。

* 增色语料

精彩句型：

1. I'm feeling upset/annoyed/unhappy these days.

2. I'm writing to complain about. ..

3. I hope the problem will be solved as soon as possible.

4. I wonder if I could exchange for a new one.

5. I'd appreciate it if you could come and get the problem settled.

6. Thank you very much for your time and consideration.

* 范文赏析

假如你是李华。最近,在一家外企超市购物时,遇到一些不愉快的事情。请根据下面的提示,给超市负责人写一封信,投诉他们存在的问题。内容包括:

1.陈述要投诉的问题;

2.希望问题尽快得到解决。

注意:

1,词数100左右;

2,可以适当增加细节,以使行文连贯。

**任务分析：**投诉信与普通书信格式一样,但要注意的是写投诉信是为了解决问题,因此写信时一定要态度诚恳、礼貌委婉。

**补句成文：** 请根据汉语提示使用恰当的单词、短语或句子补全下面范文中所缺的内容，补全后请通读全文并建议记诵。

Dear Sir/Madam.

I'm Li Hua, a regular customer of your supermarket. 1.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(我写信是为了抱怨你的服务不好。)

On the afternoon of last Saturday, 2.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(我在你的超市买了一些食物，在那里我受到了严重的待遇。)Firstly, the shop assistant was impatient with me when I asked him some questions. Second, the cashier overcharged me when I checked out. 3.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(更糟的是，他没有对我说对不起。)

I think the customer should be well treated. I demand the cashier say sorry to me. I hope the problem will be solved as soon as possible.

Yours,

Li Hua

答案：1.I'm writing to complain about your poor service.2.I was buying some food in your supermarket, where I was badly treated. 3.Worse still, he didn't say sorry to me.

【且学且练】

假如你是李华,你最近在某网站购得一部电子书阅读器(Kindle),却发现商品存在一些质量问题。请你给商品负责人写一封电子邮件进行投诉,要点如下

1,购买时间;2.质量问题;3.你的要求。

注意：1,词数100左右;2.开头和结尾已给出,不计人总词数;3,可适当增加细节,以使行文连贯。

Dear Sir/Madam.

I'm writing to complain about a Kindle that I purchased from your website on May 1st.

After one week of its purchase, I find it doesn't work as expected. The battery doesn't last long after being recharged, perhaps merely half a day. Worse than that, the words on the screen are not distinct enough, which I think is damaging to my eyesight.

I have been a devoted customer of your company and I hope you will look into the matter seriously and replace the faulty Kindle with a new one as guaranteed. Thank you!

Yours sincerely,

Li Hua