

**EXPOSITORY WRITING**  
**JUNE 1, 2022**  
**LETTER WRITING**

**Types of Formal Letter**

Since we are clear with the elements of formal letter format, let's look at the various types of a formal letter:

- **Letter of Enquiry:** For collecting information or details regarding a course/product/services, etc. from a certain institution/business/organization
- **Letter of Complaint:** As a formal letter of a complaint regarding a certain product/service, a complaint letter is addressed to the seller and generally includes the details regarding the lack of quality/quantity and the like.
- **Reply to a Letter of Complaint:** Written by the seller in reply to the buyer's letter of complaint, this letter commonly includes a clarification or an apology for the buyer's complaint.
- **Resume:** Written in pursuit of a job.
- **Letter of Request:** A letter of request is a letter in which **one person asks another person or group of people to grant a specific demand or respond to an inquiry or appeal.**
- **Letter of Apology:** An **apology letter** is a physical document or email that acknowledges a mistake, expresses regret and asks for the **letter** recipient's forgiveness or patience.

### ***Formal Letter Structure***

Sender's Company Name/Position

Sender's Address

Date

Recipient's Name

Recipient's Company Name/Position

Recipient's Street Address

#### **Salutation**

**Introduction** – this is where you explain the purpose of the letter such as why you are writing it, what you hope to achieve from it, and any other important information you want to state upfront.

**Middle Section** – this is where you elaborate and provide more detail about what you outlined in the first paragraph. There may be several more paragraphs like this depending on how long the letter needs to be.

**Conclusion** – this is the place where you wrap up and summarize things. There may be a call to action or next steps included in this paragraph.

**Closing** – including your signature

### **THE BLOCK AND SEMI-BLOCK FORMAT**

There are two ways to write the formal letter. These are, the Block and the Semi-Block format. The samples are on the pages below.

## **THE LETTER OF COMPLAINT**

Sometimes you may experience some frustration or dissatisfaction because of poor service, a defective product or unfair treatment. You may respond to such situations through an oral or written complaint. If you are responding in written form, you should avoid angry, hostile or sarcastic tones. You are more likely to get specific action on what you want, if your written response reflects tact, courtesy and emotional intelligence.

### **Structure of a Letter of Complaint**

**In writing the letter of complaint, the following should be considered:**

1. Purpose of the letter
2. Begin with detailed description of the product or service
3. State what is exactly wrong with the product or service
4. Briefly describe the inconvenience you have suffered
5. Indicate precisely how the situation should be corrected
6. Ask for prompt handling of the claim

### **Here are some helpful language structures used in letters of complaint:**

#### **a. INTRODUCTION:**

- ❖ I am writing because ...
- ❖ I am writing on account of ...
- ❖ I am writing on the subject of ...
- ❖ I am writing to draw your attention to ...
- ❖ We regret having to report ...

#### **b. COMPLAINT**

- ❖ I must object ...
- ❖ I must complain about ...
- ❖ I find quite distressing that ...
- ❖ I feel something ought to be done/said about ...

c. **RESOLUTION**

- ❖ I expect to be compensated for the convenience ...
- ❖ I expect better service from...
- ❖ Please let me know what action you will take to resolve this situation
- ❖ I look forward to a prompt reply/ a full explanation ...
- ❖ I await your response/suggestions/comments ...

**APPLICATION:**

Write a letter of complaint on one of the following. Identify the audience to whom this letter will be addressed, and define your purpose clearly.

- a. Fast food of poor quality
- b. Discourteous service you received from a sales representative at a company
- c. The irregular disposal of garbage in your neighborhood
- d. The late delivery of an item you purchased to be used for a special occasion
- e. A lack of regular water supply in your area

**Sample 1**

**Block Format**

**Letter of Complaint**

Glenmore Drive  
Claremont P.O.  
St. Ann

11<sup>th</sup> April, 2022

The Manager  
Food and Drug Agency  
10 North Pole Avenue  
Georgetown

Dear Sir/Madam,

**RE: Complaint against Cheap and Sweet Supermarket**

I write to complain against the Cheap and Sweet Supermarket (121 North Pole Avenue) from which I purchased a box of cereal on October 10, 2014. I have two areas of concern: the treatment I received, and the quality of the product.

The item was a sale and I paid \$8:45 for it. On arrival home I realized that the product had expired since March, 2012. I returned the package with the bill #123964, and was directed to speak with the supervisor. He quite rudely said that it was my duty as a customer to check any product I wanted to buy. Since I was dissatisfied with such a response, I went to the manager.

I explained the issue and expressed my disappointment to the manager. I also requested a refund but he too told me that I should have checked the date before making the purchase. In addition, he said that their policy is no exchange or refund on sale items. He promised to speak to his colleague, then he dismissed me and went to the telephone.

I believe this treatment is unjust and would like you to intervene to rectify this matter. If such a thing is allowed to continue someone will get hurt (food poisoning). The nation's health depends on your swift action.

Yours sincerely,

S. Brown

Sandra Brown

## **STRUCTURE OF THE LETTER OF REQUEST**

A letter of request provides the purpose, gives details of the request, and closes on a courteous note.

### **OPENING:**

The opening of the letter states the request and the purpose of the request.

### **BODY:**

The body presents the details of the request and justifies it.

### **CLOSING:**

The closing indicates what action the reader is asked to take providing details of date and time. It ends on a courteous note.

### **APPLICATION:**

1. Write a letter of request for any one of the following:
  - a. Request information from an institution related to a course you would like to follow.
  - b. Request a letter of recommendation from your high school as a part of your college application
  - c. Request a police youth group to offer sporting activities for students in your school.
2. Write a letter to an uncle residing in England requesting him to send you three books which you need for your academic studies.

**Sample 2**  
**Semi- Block Format**

**Sample of Letter of Request**

Coultart Grove  
Moneague P.O.  
St. Ann

April 13, 2022

The Principal  
Ferncourt High School  
Claremont P.O.  
St. Ann

Dear Mr. Thomas,

**RE: Request for Donation**

I am writing on behalf of Help for Humanity. As you may know, we help local residents who need clothing, personal items, or household items.

I am writing to ask you to consider donating to “Help for Humanity.” Your assistance will help your neighbors in need by offering them basic necessities. Often these neighbors do not have the items required to maintain a household or the clothing needed to seek and maintain employment.

You can help by donating your unused clothing or household items to our organization. Our drop-off point is located at 3098 West 93rd in Booneville. You can also help by sending a financial donation in any amount in the postage-paid envelope provided, or by calling 924-398-4200 with your payment information. Any donation, no matter how small, helps local residents meet their needs.

Thank you so much for taking the time to read this and consider my request. Your assistance is greatly appreciated.

Respectfully,

P. Clarke

Patricia Clarke

