

Sistemas Informáticos (Computer Systems)

English Assessable

Activity 04



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ENGLISH ASSESSABLE ACTIVITY 04

RESPONSE TO A COMPLAINT LETTER



1. WHAT THE TASK IS ABOUT?

In this task, we will learn how to write a customer complaint response formal letter.

- **Objective 1:** to write a customer complaint response letter.
- **Objective 2:** to use specialized technical vocabulary.

2. WHAT WILL I BE GRADED IN?

Grade	Cohesion	Congruence	Mistakes	Number of words	Vocabulary	Expressions
Less than 5	Bad	Bad	More than 15	Not OK	Poor	Poor
5	Bad	Bad	Between 15 and 11	OK	Poor	Poor
6	Regular	Regular	Between 11 and 8	OK	Regular	Regular
7	Acceptable	Acceptable	Between 4 and 6	OK	Acceptable	Acceptable
8	Good	Good	Between 2 and 4	OK	Good	Good
9	Very good	Very good	Between 1 and 2	OK	Very good	Very good
10	Excellent	Excellent	Any	OK	Excellent	Excellent

- **Cohesion:** concordances between subject and predicate, correct verb tenses and connector applications.
- **Coherence:** integrity between the different paragraphs or parts of the letter (introduction, development and conclusion). Use of structures appropriate to the type of content.
- **Mistakes:** number of grammatical, lexical and syntactical mistakes.
- **Number of words:** number of words used in the text. Contractions are equal to one word. The number of words of the text has to be $150 \pm 10\%$.
- **Vocabulary:** use of specific vocabulary.
- **Expressions:** use of typical English expressions appropriate to the content.

3. DESCRIPTION OF THE TASK

In the English task 4 you are going to write a formal letter of complaint:

In the English task 2, you wrote a formal complaint email about a problem with a device (a printer or a monitor). Now we are going to change the role. Now you have to respond to that letter as the person in charge of the help and support.

Read the following page to learn how to write a customer complaint response letter:

<https://www.sitepoint.com/how-to-write-a-good-response-to-a-clientcustomer-complaint/>

In this task, you have to write a customer complaint response letter of 150 words.