Sistemas Informáticos (Computer Systems)

English Assessable Activity 02

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COMPLAINT LETTER

1. What the task is about?

In this task, we will learn how to write a complaint letter. The objectives to accomplish are:

- **Objective 1**: To write a formal complaint letter.
- **Objective 2**: To use specialized technical vocabulary.

2. What will I be graded in?

📖 **Important:** you should do this activity by yourself. Using tools like ChatGPT, Deepl, Google Translate or help from a human person is punished as copy with every consequence (fail of the complete module).

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 ± 10%.
- **Vocabulary**: use of specific vocabulary.
- **Expressions**: use of typical English expressions appropriate to the content.

3. Description of the task

Last month you bought a device in an online store. Until last week, everything went well, but the last week you're having a lot of problems, so much so that you can't work

Write a formal complaint letter (about 160 words) to the store that includes:

- Introduce yourself.
- Explanation (in the most detailed way possible) of what the problem is.
- Asking for a solution.
- How important it is for you to solve as quickly as possible.

What is your device?

- If your DNI is between 0 - 30 millions, your device is a monitor.
- If your DNI is between 30 millions - 80 millions, your device is a printer.

Read the following website in order to obtain tips to write a complaint letter https://www.aplustopper.com/complaint-letter-format/