Sistemas Informáticos (Computer Systems)  
English Assessable Activity 02

short line

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**COMPLAINT LETTER**



# 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.

# 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.

# 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/>