Sistemas Informáticos (Computer Systems)  
English Assessable Activity 04

short line

Authors: Sergi García, Alfredo Oltra

Updated October 2022

English Assessable Activity 04

**RESPONSE TO A COMPLAINT LETTER**



# 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.

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

# 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.