

WRITING GUIDE

E-mail of complaint

- (1) own e-mail address
- (2) the recipient's email address
- (3) subject line: a brief description of the reason for writing
- (4) salutation:
Dear Mr/Ms Brown (recipient known)
Dear Sir or Madam (recipient unknown)
- (5) Start the body of the email with a capital letter.
- (6) no short forms
- (7) introduction:
State the reason for your complaint.
- (8) Give the body of the email a logical structure in paragraphs.
 - Explain clearly what went wrong.
 - Say how this has affected you.
 - Finish the body of your email by asking for action:
require/suggest a solution
give a warning if appropriate
- (9) close:
Yours sincerely (recipient known)
Yours faithfully (recipient unknown)
- (10) your name and
your position in the company

■ **A complaint about the wrong delivery of 600 cartridges instead of 800.**

From: peter.hardcastle@printmaster.com
To: miles.devon@pcartridges.com
Subject: Order No. 3893

Dear Mr Devon,

I am writing to inform you that the cartridges we ordered from your company have not been supplied correctly.

On 21 September, 2013, we placed an order with your company for 800 TrueColor printer cartridges. When the consignment arrived yesterday, it only contained 600 cartridges, some of which were damaged.

This fault put our department in a difficult position, as we were forced to make emergency purchases to fulfil the commitments to our customers. As you can imagine, this caused us considerable inconvenience.

I would like to ask you to please make up for the shortage immediately and to ensure that such miscalculations do not happen again. I am afraid that if these conditions are not met, we may be forced to take legal action.

I look forward to receiving your explanation of these matters.

Yours sincerely,

Peter Hardcastle
Purchasing Officer

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PHRASE BANK

Introduction:

I am writing to complain about ...

I have to say that I was not at all satisfied with...

I am sorry to say that I was extremely disappointed with

I am writing in order to express my deepest dissatisfaction with ...

Main part: State what exactly happened. (2-3 paragraphs)

Although you advertise "top quality", I felt that the product I received was well below the standard I expected.

The goods were faulty/damaged/in poor condition.

There seems to be an error in the invoice/a misunderstanding.

Example paragraph:

Our order dated 16 September clearly stated that we wanted 1,000 T-shirts. However, we only received 800. Furthermore, we asked you to print our company logo in the top left corner of the shirts and you printed it in the centre.

To make matters worse, your staff were very unhelpful when I called. Above all, no-one took responsibility to sort out the problem-I was simply passed from person to person. In addition, after 30 minutes I gave up in frustration and ended the call.

Request for action:

I would appreciate it if you

I would be most grateful if you ...

I wonder whether you could possibly send me ...

Please could you ...

Please keep me informed regarding any further developments.

I would like you to investigate this matter and let me know your decision.

I would like a full or partial refund as soon as possible.

Could you please arrange for me to receive a new (radio/CD, etc) or refund my money in full?

I must insist on an immediate replacement/full refund.

Unless I receive the goods by the end of this week, I will have no choice but to cancel my order.

Conclusion/ closing paragraph:

I hope that this matter can be resolved...

I hope that you will deal with this matter promptly as it is causing me considerable inconvenience.

I feel/believe that I am entitled to a replacement/refund...

I demand a full refund/an immediate replacement/etc or I shall be forced to take legal action.

I hope that I will not be forced to take further action.

I look forward to hearing from you soon.

I look forward to receiving the information requested.

I trust you will ...

Thank you for your cooperation in this matter.

I look forward to receiving your explanation of these matters.