**USEFUL EXPRESSIONS**

**Letter of Complaint**

**Openings**

1. The goods we ordered from you on … have not yet been delivered.
2. Delivery of the goods ordered on … is now considerably overdue.
3. We regret having to report that we have not yet received the goods ordered on …
4. We regret to report that one of the cases of your consignment was badly damaged when delivered on …
5. When we examined the goods dispatched by you on … we found that …
6. We have received a number of complaints from several customers regarding the

… supplied by you on …

**Useful Central Phrases**

1. I am very unhappy with …
2. This situation is causing us a great deal of ….
3. This standard of workmanship is not what I have come to expect from you.
4. This service is well below the standard expected.
5. I felt you would wish to know about this.
6. I am sure you will wish to look into this and find out what happened.
7. I am used to good quality from …

**Closes**

1. Please look into this matter at once and let us know the reason for this delay.
2. We hope to hear from you soon that the goods will be sent immediately.
3. We feel there must be some explanation for this delay and await your prompt reply.
4. We hope that you are prepared to make some allowance in these circumstances.
5. I hope to receive a complete refund soon.

**Replies to Complaints**

**Openings**

1. We are concerned to learn from your letter of … that the goods sent under your order number … did not reach you until …
2. I am sorry that you have experienced delays in the delivery of …
3. I am very sorry to hear about … in your letter of …
4. Thank you for your letter of …, which has given us the opportunity to rectify a most unfortunate mistake.
5. We wish to apologize for the unfortunate mistake pointed out in your letter of …

**Useful Central Phrases**

1. We appreciate the opportunity to clarify this issue.
2. From your comments it is obvious that on this occasion a mistake was made.
3. You have rightly pointed out that …
4. In the circumstances I feel we should make amends
5. Due to an oversight …
6. It is unfortunate that …
7. I am sorry about the distress this caused you.

**Closes**

1. We assure you that we are doing all we can to speed delivery and offer our apologies for the inconvenience this delay is causing you.
2. We hope you will be satisfied with the arrangements that we have made.
3. We trust these arrangements will be satisfactory and look forward to receiving your futre orders.
4. We regret the inconvenience which has been caused in this matter.
5. We apologize once again for the unfortunate mistake …
6. As a gesture of goodwill I am pleased to enclose
7. Thank you once again for taking the time to write to us.

**LETTER OF ENQUIRY**

**Openings**

1. I am writing to enquire/inquire about/whether…
2. I am writing to you in connection with/with reference to…
3. I was interested in your advertisement in ‘The Daily Times’ and I would like to have

further information about…

1. I should be grateful if you would send me (full) details of …

**Useful Central Phrases**

1. Could you please send me/let me know…?
2. I would be most grateful if you could send me ..
3. I would be most grateful for your help.
4. We are interested in knowing more about…
5. I would like some information on/about…
6. Could you please let me know…
7. Please send me a copy of your (current brochure and details of …)

**Closes**

1. I look forward to hearing from you at your (earliest) convenience…
2. I would be grateful if you could contact me with a convenient time and date when we

could meet.

1. Thank you for your assistance in this matter.
2. I would be grateful to receive any information you have as soon as possible.
3. We look forward to receiving the information you can give us…