
24 Complaints

Write a 'complaints' email.

Some ideas are given below, but adapt and change them as you wish.

- a) An email in a business context, complaining to a supplier.
Ideas: wrong number of items delivered; wrong items sent; goods have still not arrived; goods arrived late; damaged or faulty goods; mistake in the paperwork; poor service; the negative attitude of an employee.
- b) An email complaining about something you have used at home.
Ideas: some software or hardware you bought over the Internet doesn't work properly.
- c) An email to a supplier using the information below:
- You ordered 1,000 pieces but only 800 were delivered.
 - You need these pieces urgently.
 - There is also a mistake on the invoice.
 - When you called to speak to someone about it, no-one could find a record of your order.
 - This is not the first time you have had problems like this.

Remember to include what action you want the other person to take.

Ideas: to deal with the matter urgently; to send the correct items; to replace the goods; to give a refund; to send new paperwork; to return and do the job properly.

When you finish, work with a partner. Check each other's grammar, spelling, punctuation and style. Is everything clear, well-structured and easy to understand?