

## Formal Letter (Complaint)

Sender's Address

Date

Recipient's Name

Recipient's Rank

Recipient's Organisation

Recipient's Address

Dear Sir / Madam

Dissatisfactory level of ...

Recently, I had an unfortunate experience ... I would like to bring this to your attention.

On (date), I ...

I was irked to discover that	Poor attitude	Ill-mannered
		Slothful
It infuriated me to experience		Lackadaisical
		Negligent
I was taken aback when I saw		Tactless
	Poor service	Derogatory Remarks
Much to my dismay		Took no notice of
		Unsanitary
I was appalled by the	Faulty products	Out of order
		Snoddy workmanship

To improve the service, I would like to suggest that ...

Given the circumstances, I would like to receive a refund in full. I would also gladly return the (product) in its original condition for you and your team to scrutinise its appalling poor quality.

I hope this incident would convince you to take more care in the quality of goods and services provided. I implore you to do so because it is a pity to see a (e.g. restaurant, florist etc.) with such great potential have its reputation tarnished. I hope you would address this matter and I look forward to your reply.