

Format of a letter of complaint

- **Introduction:** Reason for writing. Exact details of holiday (time, place, etc.) [explain the situation]
- **Development:** Details of problems. Deal with each major problem in a new paragraph. [complain, express your dissatisfaction]
- **Conclusion:** What you expect from the company. [ask that something to be done]

Mind that a letter of complaint is a formal letter, so you need to write in formal language – don't be rude!

Useful expressions for writing a complaint letter

I am writing to express my strong dissatisfaction with ...

I am writing to complain about ...

We were extremely disappointed with ...

... was not what we had been led to expect

The ... was so bad that ...

It was not up to standard

It didn't work / was out of use

We were appalled to find ...

We were thoroughly disgusted with ...

I am not going to

- accept
- put up with this.
- let this go.

I should like to know what

- you intend
- you are going to do about this.

Your attitude is

- deceitful.
- negligent.

I don't see why you ...

It's high time you did something ...

We expect

- a letter of explanation
- a substantial refund

Unless ..., we shall take matters further

I should warn you that ...