ENGLISH A2 · UNIT 10 · WRITING Name: _____ Date: _____

Writing: An email of complaint

Focus: writing a formal email of complaint: Dear Sir or Madam, I am writing about ..., Yours faithfully

Dear Sir or Madam, · **I am writing about** my order. · Full forms: I am, do not.
End: **I look forward to hearing from you. Yours faithfully,** + your full name.

1 Match the informal and the formal phrases.

1. Hi,	a. I would like a refund.
2. I want my money back.	b. I look forward to hearing from you.
3. Write back soon!	c. Yours faithfully, Tom Harris
4. Bye, Tom	d. Dear Sir or Madam,

2 Write an email of complaint to a shop (60-80 words).

MODEL

Dear Sir or Madam,
I am writing about a coat which I ordered online in May. It arrived last week, but it is a large, not a medium. I emailed you, but no one replied. I would like a medium or a refund. If you do not reply before Friday, I will call my bank.
I look forward to hearing from you. Yours faithfully, Maria Petrosyan

- What did you buy, when and where? What is the problem?
- What did you do, and what do you want? (I emailed ... / I would like ...)
- What will you do if they do not reply? End the email politely.

Self-check: capital letters and full stops · subject + verb word order · this unit's grammar · this unit's words · the right length

ANSWER KEY
1 1 d, 2 a, 3 b, 4 c

بيلاش تنزّله وتطبعه وتستخدمه في البيت أو في الفصل أو في أي مكان.