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

Gratuit à télécharger, à imprimer et à utiliser à la maison, en classe ou n'importe où.