

	Dear ...
Paragraph 1	
Paragraph 2	
Paragraph 3	
Paragraph 4	
Paragraph 5	
	Yours ...

GREETINGS	Dear Mr/Mrs/Ms Smith(,) Dear Sir/Madam(,) To Whom This May Concern Dear Customer Service Manager Dear Microsof Support
INTRODUCTORY/OPENING reason for writing	I am writing in connection with... to complain about... to draw your attention to... I have to say that I was not at all satisfied with... I am sorry to say that I was extremely disappointed with... I am writing to complain about... • I am writing to express my concern about the fact that... • I must complain in writing about... • I feel I must complain to you about... • I wish to complain in the strongest terms about...
MAIN PART state exactly what happened	Although you advertise 'top quality', I felt that the product I received was well below the standard I expected. The goods were faulty/damaged/in poor condition. There seems to be an error in the invoice/ a misunderstanding

<p style="text-align: center;">REQUEST FOR ACTION</p>	<p>I would like you to investigate this matter, and let me know your decision.</p> <p>I would like a full/partial refund as soon as possible.</p> <p>Could you please arrange for me to receive a new (radio/CD, etc) or refund my money in full?</p> <p>We must insist on an immediate replacement/full refund.</p> <p>Unless I receive the goods by the end of this week, I will have no choice but to cancel my order.</p>
<p style="text-align: center;">CONCLUSION/CLOSING</p>	<p>I hope that this matter can be resolved... I hope that you will deal with this matter promptly as it is causing me considerable inconvenience. I feel/believe that I am entitled to a replacement/refund... I demand a full refund/an immediate replacement/etc or I shall be forced to take legal action/ the matter further. I hope that I will not be forced to take further action.</p>
<p style="text-align: center;">ENDINGS/Signing off</p>	<p>Yours faithfully(,) (when the letter starts Dear Sir/Madam)</p> <p>Yours sincerely(,) (when the letter starts Dear Mr/Ms Jones)</p> <p>Sincerely, Best regards, Kind regards, Best wishes</p>

Checklist.

When you have written your letter, check:

- It is a formal letter.
- It includes all the information necessary.
- You have asked all the questions you need to.
- The questions are correctly formulated indirect questions.
- The letter is divided into paragraphs.
- You have checked the letter carefully for mistakes.

<p>I am writing in connection with...</p>
<p>I feel I must complain to you about...</p>
<p>I wish to complain in the strongest terms about...</p>

The goods were faulty/damaged/in poor condition.
Although you advertise 'top quality', I felt that the product I received was well below the standard I expected
There seems to be an error in the invoice/ a misunderstanding
I would like a full/partial refund as soon as possible.
We must insist on an immediate replacement/full refund.

Unless I receive the goods by the end of this week, I will have no choice but to cancel my order.
I hope that this matter can be resolved
I hope that you will deal with this matter promptly as it is causing me considerable inconvenience.
I demand a full refund/an immediate replacement/etc or I shall be forced to take legal action/ the matter further.
Yours faithfully(,) (when the letter starts Dear Sir/Madam)
Yours sincerely(,) (when the letter starts Dear Mr/Ms Jones)
Dear Mr/Mrs/Ms Smith(,)
Dear Product Manager