MATURA WRITING TASKS
FORMAL LETTER – COMPLAINT

Level B1

Your goal at B1: Write clear, correct sentences that describe a problem politely but firmly. Use the right layout for a formal letter and say clearly what you want done.

B1 · PHASE 1 – MATCH THE FORMAL VERSION

Match each informal expression on the left to its formal partner on the right. **Careful – they are not in the same order!** Write the pairs, e.g. 1–d.

Informal	Formal (mixed up)
1 This is rubbish!	a Yours faithfully,
2 I want my money back	b I am writing to complain about
3 Bye,	c I look forward to a prompt reply
4 I'm writing to moan about	d I would like a full refund
5 Write back fast	e The product was of very poor quality

TASK: Copy the five formal versions into your notebook.

B1 · PHASE 2 – PROBLEM VOCABULARY (MATCH)

Match each everyday problem to a more formal way of describing it. **The order is mixed up.** Then write a full sentence for each.

Simple problem	Formal phrase (mixed up)
1 It was broken	a The item did not match the description
2 It came late	b The product arrived in a damaged condition
3 It wasn't what I ordered	c I was overcharged for the service
4 They charged me too much	d The staff were unhelpful and impolite
5 The staff were rude	e The delivery was considerably delayed

TASK: Write one complete sentence for each problem.

B1 · THE STRUCTURE YOU ARE BUILDING TOWARDS

Study this plan before you start. Every task in this booklet helps you fill one part of it. Keep it beside you as you write.

A FORMAL LETTER OF COMPLAINT — STRUCTURE

Your address + date (top right)
Where you are writing from

↓

Recipient's name & address (left)
The company / manager you are writing to

↓

Greeting
Dear Sir or Madam,

↓

Para 1 — Reason for writing
What you bought / the service, when & where

↓

Para 2 — The problem(s)
Describe clearly what went wrong + details

↓

Para 3 — The consequences
How the problem affected you

↓

Para 4 — What you want
The action / compensation you request

↓

Para 5 — Closing
Deadline for reply + polite firm final line

↓

Sign-off
Yours faithfully,

↓

Full name
Dominik / Dominika Novak

B1 · PHASE 3 – PUT THE LETTER IN ORDER

These parts of a complaint letter are in the **wrong order**. Number them 1–6 to put them right, then write one sentence for each.

a Yours faithfully, + your full name
b The problem (what went wrong)
c Dear Sir or Madam,
d What you want (refund / repair / apology)
e How the problem affected you
f Reason for writing (what you bought and when)

*Remember: **Dear Sir or Madam** always pairs with **Yours faithfully**.*

B1 · PHASE 4 – SENTENCE BUILDING

Complete each sentence with your own words.

1 I am writing to complain about _____.
2 On _____ I bought / ordered _____.
3 Unfortunately, the _____ was _____.
4 This meant that I could not _____.
5 I would therefore like _____.
6 I hope you will _____ as soon as possible.

B1 · PHASE 5 – LINKING WORDS

Join each pair of sentences. Choose a suitable linker from the box – **they are not in order, and one is used twice.**

and · but · because · so · however

1 I paid for next-day delivery. The parcel arrived a week later.
2 The jacket was expensive. It fell apart after one day.
3 I contacted the shop. Nobody replied to my email.
4 The tour was cancelled. I was not offered a refund.
5 I like your shop. I was very disappointed this time.

B1 · PHASE 6 – VERB FORMS

Put the verb in brackets into the correct form.

1 Last week I _____ (order) a phone from your website.
2 When it arrived, the screen _____ (be) already cracked.
3 I _____ (already / send) you two emails about this.
4 So far, nobody _____ (reply) to my complaint.
5 I _____ (expect) a refund within seven days.

B1 · PHASE 7 – POLITE BUT FIRM (MATCH)

Match each too-aggressive sentence to a firm but polite version. **The order is mixed up.**

Too aggressive	Firm but polite (mixed up)
1 Give me my money back now!	a I would appreciate a reply within seven days.
2 Answer me immediately!	b I trust you will deal with this matter promptly.
3 Sort this out or else!	c I would like to request a full refund.

B1 · PHASE 8 – SPOT & FIX THE MISTAKES

Each sentence has one mistake (grammar, word choice or layout). Find it and rewrite the sentence correctly.

1 I am writing for complain about my order.
2 The product was very bad quality.
3 I am wanting a refund.
4 I look forward to hear from you.
5 Yours faithfully Dominik Novak
6 I have buy this jacket last week.

B1 · PHASE 9 – PLAN YOUR LETTER

Write short notes (not full sentences) for each paragraph.

Paragraph	My notes
Paragraph 1 – What I bought & when	_____
Paragraph 2 – The problem	_____
Paragraph 3 – How it affected me	_____
Paragraph 4 – What I want + closing	_____

B1 · FINAL WRITING TASK

Read the situation, then write your letter.

Two weeks ago you ordered a pair of trainers from an online shop, **SportZone**. When the parcel arrived, the trainers were the wrong size and one of them was damaged. You have emailed the shop twice but received no reply. You paid €75. Write to the Customer Service Manager, SportZone.

Write a **formal letter of complaint (120–150 words)** to the manager in which you:

- say what you ordered and when
- describe clearly what was wrong
- explain the problems this caused you
- say what you want the shop to do, and end politely.

Begin: ***Dear Sir or Madam,*** *End:* ***Yours faithfully,*** *+ your name.*