# MATURA WRITING TASKS

## FORMAL LETTER – COMPLAINT

*Level B2*

**Your goal at B2:** Describe problems precisely and develop their consequences. Control tone so the letter stays firm yet courteous, and make a clear, justified request for action.

## B2 · PHASE 1 – UPGRADE THE LANGUAGE

Rewrite each weak sentence in a stronger, more formal way. Each new version must add a specific detail.

1 The hotel was bad.
2 The food was horrible.
3 The staff didn't help me.
4 I waited a long time.
5 The room was dirty.
6 Nobody answered my emails.

## B2 · PHASE 2 – PRECISE VOCABULARY

Replace the underlined word with a stronger, more precise alternative.

| Weak | Stronger (your ideas) |
|---|---|
| The service was <u>bad</u>. | unacceptable / substandard / … |
| This is a <u>problem</u>. | a serious shortcoming / a recurring fault / … |
| I am <u>unhappy</u>. | dissatisfied / dismayed / … |
| It was <u>annoying</u>. | frustrating / inconvenient / … |
| The reply was <u>not helpful</u>. | wholly inadequate / dismissive / … |

## B2 · 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

## B2 · PHASE 3 – DESCRIBE THE PROBLEM

Develop each issue into 2–3 sentences. Add a **detail**, the **frequency** or extent, and the **impact** on you.

1. A product arrived faulty or damaged
2. A service was not what was promised in the advertisement
3. Staff behaved unprofessionally
4. You were charged more than the agreed price

*Model frame: Not only was … , but … , which meant that … .*

## B2 · PHASE 4 – CONSEQUENCES

Complete each sentence to show how the problem affected you.

1. As a result, I was unable to _____.
2. This meant that I had to _____.
3. Consequently, I did not receive _____.
4. Because of this, I was forced to _____.
5. This caused considerable inconvenience because _____.

## B2 · PHASE 5 – REGISTER & TONE

Rewrite each sentence so it is firm but polite. Underline the formal verb you use.

1 This is a total disgrace.
2 I'm furious about this.
3 You'd better fix it fast.
4 I demand my money this instant.
5 Your staff were useless.
6 Sort it out or I'll never come back.

## B2 · PHASE 6 – MAKING YOUR REQUEST

Rewrite each demand as a clear, justified request for a specific action.

1 I want money.
2 Do something about it.
3 I want an apology.
4 Fix the product.
5 Reply to me.

## B2 · PHASE 7 – GRAMMAR RANGE

Write one sentence of each type about your complaint.

- a passive sentence (I was told that… / I was charged…)
- a relative clause (…, which was clearly stated in your advert)
- a present perfect sentence (I have contacted you twice…)
- a first conditional (If this is not resolved, I will…)
- a sentence beginning with a linker: However / Moreover / Therefore

## B2 · PHASE 8 – DRAFT KEY PARAGRAPHS

**Opening:** state what you bought / the service, when and where, and that you are writing to complain (2–3 sentences).

**Closing:** state the action you expect, set a reasonable deadline, and sign off correctly (2–3 sentences).

# B2 · FINAL WRITING TASK

**WEEKEND LANGUAGE COURSE – COMPLAINT**

You paid for an intensive weekend English course advertised as 'small groups, experienced native teachers, all materials included'. In reality, the group had over thirty students, the teacher arrived late on both days, and no materials were provided. The course cost €180. Write to Ms Karen Blake, Course Director, Bright Languages.

Write a **formal letter of complaint (170–180 words)** to Ms Blake in which you:

- explain which course you took and when
- describe the problems clearly, with detail
- explain the consequences for you
- state what compensation you expect, and set a deadline.

*Use clear paragraphs and a firm but courteous register.*