A) PISNI SESTAVEK (V ENI OD STALNIH SPOROČANJSKIH OBLIK)

FORMAL LETTER – COMPLAINT

Level B1 · 10 exam-style tasks

Note on salutation. If the task **names the addressee**, begin *Dear Mr/Ms + surname* and end *Yours sincerely*. If it gives **only a company or office**, begin *Dear Sir or Madam* and end *Yours faithfully*. Set out your address and the date, and the recipient's details, in the correct places. Your name is **Dominik(a) Novak**.

Task 1

Complaint

Two weeks ago you ordered a pair of trainers online. They arrived in the wrong size and one was damaged. You have had no reply to your emails. Write to the manager, Mr Shaw.

Write a **complaint** of **120–150 words** in which you:

- say what you ordered and when
- describe clearly what was wrong
- say what you want the shop to do

(20 points)

Task 2

Complaint

You bought a mobile phone which stopped working after two days. You would like it repaired or replaced.

Write a **complaint** of **120–150 words** in which you:

- say what you bought and when
- describe the fault and how it affects you
- ask for a repair or a refund

(20 points)

Task 3

Complaint

You recently had a meal at a restaurant. The food was cold and the service was very slow. Write to the manager, Ms Patel.

Write a **complaint** of **120–150 words** in which you:

- say when you visited
- describe the problems
- say what you expect the restaurant to do

(20 points)

Task 4

Complaint

You booked a coach tour which was cancelled without notice. You want your money back.

Write a **complaint** of **120–150 words** in which you:

- say what you booked and when
- describe what went wrong and the inconvenience caused
- ask for a refund

(20 points)

Task 5

Complaint

A jacket you bought fell apart after one wash. You are very disappointed.

Write a **complaint** of **120–150 words** in which you:

- say what you bought and when
- describe the problem
- say what you want the shop to do

(20 points)

Task 6

Complaint

Your internet has not worked for a week. Write to your provider, Mr Doyle.

Write a **complaint** of **120–150 words** in which you:

- say when the problem started
- describe what is wrong and how it affects you
- ask them to fix it quickly

(20 points)

Task 7

Complaint

A parcel arrived very late and damaged. You want compensation from the delivery company.

Write a **complaint** of **120–150 words** in which you:

- say what you were expecting and when
- describe the problem and the inconvenience
- ask for compensation

(20 points)

Task 8

Complaint

A concert ticket you paid for never arrived. You are unhappy and out of pocket.

Write a **complaint** of **120–150 words** in which you:

- say what you booked and when
- describe what went wrong
- ask for a refund or the ticket

(20 points)

Task 9

Complaint

Your gym keeps charging you after you cancelled your membership. Write to the manager, Ms Frost.

Write a **complaint** of **120–150 words** in which you:

- say when you cancelled
- describe the problem and its effect on you
- ask them to stop and refund you

(20 points)

Task 10

Complaint

A hotel room was dirty and noisy during your recent stay. You want the hotel to respond.

Write a **complaint** of **120–150 words** in which you:

- say when you stayed
- describe the problems
- say what you expect the hotel to do

(20 points)