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

FORMAL LETTER – COMPLAINT

Level B2 · 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

You paid for an intensive weekend English course advertised as 'small groups, native teachers, all materials included'. In reality the group was huge, the teacher was late, and no materials were provided.

Write a **complaint** of **170–180 words** in which you:

- explain which course you took and when
- describe the problems in detail and their consequences for you
- state the compensation you expect and set a deadline

(20 points)

Task 2

Complaint

A package holiday was very different from the brochure. Write to the operations manager, Mr Lang.

Write a **complaint** of **170–180 words** in which you:

- explain what you booked
- describe the differences in detail and how they affected your holiday
- state the compensation you expect

(20 points)

Task 3

Complaint

An online electronics order arrived faulty and customer service ignored your messages.

Write a **complaint** of **170–180 words** in which you:

- explain your order and the dates
- describe the fault and the poor service, and the impact on you
- state what you require and by when

(20 points)

Task 4

Complaint

A restaurant ruined an important celebration through poor service. Write to the manager, Ms Cole.

Write a **complaint** of **170–180 words** in which you:

- explain the occasion and the date
- describe what went wrong in detail and the consequences
- state your expectations

(20 points)

Task 5

Complaint

A gym membership was mis-sold to you with hidden charges. Write to the membership manager, Mr Webb.

Write a **complaint** of **170–180 words** in which you:

- explain what you were promised
- describe the hidden charges and their financial impact
- state the redress you expect and a deadline

(20 points)

Task 6

Complaint

A train company caused you to miss an important event through repeated delays.

Write a **complaint** of **170–180 words** in which you:

- explain your journey and the date
- describe the delays in detail and what you missed
- state the compensation you require

(20 points)

Task 7

Complaint

A furniture delivery arrived weeks late and damaged. Write to customer relations, Ms Hardy.

Write a **complaint** of **170–180 words** in which you:

- explain your order and the dates
- describe the problems and the inconvenience caused
- state what you expect and by when

(20 points)

Task 8

Complaint

A phone contract included charges you never agreed to. You want the matter resolved.

Write a **complaint** of **170–180 words** in which you:

- explain the contract and the dates
- describe the unexpected charges and their impact
- state the resolution you require

(20 points)

Task 9

Complaint

A hotel overcharged you and dismissed your concerns. You want a refund.

Write a **complaint** of **170–180 words** in which you:

- explain your stay and the dates
- describe the overcharging and the poor response, and the effect on you
- state the refund you expect and a deadline

(20 points)

Task 10

Complaint

An airline lost your luggage and offered no help. You want compensation.

Write a **complaint** of **170–180 words** in which you:

- explain your flight and the date
- describe what happened in detail and the consequences
- state the compensation you require

(20 points)