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

FORMAL LETTER – COMPLAINT

Level C1 · 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 booked a 'luxury spa weekend' advertised as a five-star hotel with a private spa, fine dining and a sea view. On arrival you were downgraded to a three-star hotel, the restaurant was closed, and your room overlooked a car park. Write to the managing director, Mr Vance.

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

- set out precisely what was promised and what was delivered
- present your grievances as evidence rather than emotion, conveying the impact with authority
- demand specific redress, set a deadline and signal your next step

(20 points)

Task 2

Complaint

A premium conference you paid to attend was poorly run and misrepresented in its programme.

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

- contrast what was advertised with what occurred
- present your grievances as evidence and convey the professional impact
- demand redress and set a deadline

(20 points)

Task 3

Complaint

A bespoke tailoring service delivered substandard work and missed its deadlines. Write to the proprietor, Ms Sterling.

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

- set out the agreed terms and the outcome
- present evidence of the failures and their impact on an important occasion
- demand specific redress and next steps

(20 points)

Task 4

Complaint

A private clinic provided a service far below the standard it had promised.

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

- contrast the promised and actual standards
- present your grievances factually and convey the impact with authority
- demand redress and set a deadline

(20 points)

Task 5

Complaint

A high-end car hire company gave you a faulty vehicle and unhelpful support. Write to the club secretary, Mr Ellison.

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

- set out the booking terms and the reality
- present the failures as evidence and convey the consequences
- demand compensation and signal escalation

(20 points)

Task 6

Complaint

An exclusive members' club failed to honour the benefits it advertised.

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

- contrast the advertised benefits with the reality
- present evidence of the breaches and convey your dissatisfaction with authority
- demand redress and set a deadline

(20 points)

Task 7

Complaint

A corporate catering firm ruined a company event you were responsible for.

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

- set out the contract and the delivery
- present the failures as evidence and convey the reputational impact
- demand redress and next steps

(20 points)

Task 8

Complaint

A property rental was seriously misdescribed and the agent was evasive.

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

- contrast the listing with the reality
- present your grievances factually and convey the impact and cost
- demand specific redress and set a deadline

(20 points)

Task 9

Complaint

A fine-dining restaurant mishandled a significant booking. Write to the general manager, Ms Rowe.

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

- set out what was arranged and what happened
- present the failures as evidence and convey the impact with composure
- demand redress and signal your next step

(20 points)

Task 10

Complaint

A professional training provider delivered a worthless certified course.

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

- contrast the accreditation promised with the reality
- present evidence of the shortcomings and convey the impact on your career
- demand redress, a refund and set a deadline

(20 points)