Formal letter of complaint

Is the letter friendly and chatty \_\_\_\_\_\_\_?

Is the letter about something serious\_\_\_\_\_\_\_?

Tick the box if you can see the following features. Can you add any of your own?

|  |  |  |  |
| --- | --- | --- | --- |
| Letter structure | | Letter language | |
| Tick if the letter has … | ✓ | Tick if the letter says … | ✓ |
| an address |  | Dear Sir … Dear Madam |  |
| a reference number |  | Dear Mr…Mrs…Miss…Ms…surname |  |
| a date |  | To whom it may concern |  |
| a greeting |  | Due to… |  |
| paragraphs |  | Unfortunately… |  |
| an introduction |  | It’s not fair that… |  |
| a problem |  | In my opinion… |  |
| a complaint |  | May I suggest that you |  |
| a suggestion or solution |  | I think you should… |  |
| an ending |  | I would like you to… |  |
| simple sentences |  | Yours sincerely |  |
| complex sentences |  | Yours faithfully |  |
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