

**Mr and Mrs Jones**  
37 Peterborough Road  
Nuneaton  
Warwickshire  
CV17 7BM

**McDonalds PLC**  
Big Mac Place  
Shuttle borough  
Kent

15<sup>th</sup> October 2009

Dear Ronald,

I am writing to complain about the terrible service I received in your Nuneaton Branch last week.

My family and I were hoping to go for a 'quick' bite to eat on the way to visit some friends of ours. We arrived in your restaurant on Friday 13<sup>th</sup> October and joined the queue.

We waited for what seemed like hours, only to be served by a grumpy-looking, rude teenager who got our order completely wrong. My daughter is a vegetarian and was mortified when she opened her veggie burger to find a piece of chicken inside. We immediately reported it to your manager, who stated that we probably ordered the wrong thing. Well this is absolutely not true – why on earth would we order a chicken sandwich for a vegetarian?!

Therefore we re-ordered my daughter's food and waited even longer, and were consequently very late for meeting our friends.

I expect a full refund for our disastrous meal and am enclosing the receipt. We await your reply which we expect to be with us in the next seven days.

Yours angrily

The Jones family

## Reading analysis

- ★ Read the letter of complaint
- ★ Describe the layout features of this text.
- ★ How does the letter begin?
- ★ How does the letter end?
- ★ What words of exaggeration/emphasis are used to express disappointment?
- ★ What connectives were used?
- ★ What punctuation was used?

## Your task

- ★ You are the manager who has received this letter.
- ★ Write a response ensuring that you use a formal and professional style.



# Formal letter of complaint

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*Address of person writing the letter*

*Address of person you are writing to*

*Date*

*Dear*

*Introduction*

*Explanation*

*Conclusion/resolution*

*Yours sincerely,*

## Formal letter-writing checklist

### Have you included...

- ★ The address of the person writing in the top right corner?
- ★ The address of the person you are writing to below the first address on the left-hand side?
- ★ An introduction?
- ★ An explanation?
- ★ A conclusion?
- ★ Formal language?