



UNIT 2 WRITING A FORMAL LETTER OR EMAIL – A letter of complaint

- 1 In each statement underline what is applicable to FORMAL writing.
 - 1 You can open with: Dear Ben, / Dear Mr Smith, / Dear Sir/Madam, / Hi Bob, / Dear Ms Jones,.
 - 2 You can close with: Yours, / Yours sincerely, / Yours faithfully, / Love, / Best wishes, / Best,.
 - 3 In very formal letters, you shouldn't use: I'm / We cannot / I won't / I would like / they're / we did not
 - 4 You can sign with: your first name / just your surname / your full name.
 - 5 You can introduce your topic with: Just a note to say ... / I'm writing to express my ...
 - 6 You can make a request with: Can you ...? / I'd be grateful if you could ... / Would it be possible for you to ...
 - 7 In an email: Please find attached ... / I've attached ...
 - 8 In a letter: I've also sent you ... / Please find enclosed ...
 - 9 You can end with: I look forward to hearing from you at your earliest convenience. / Looking forward to seeing you soon.
- 2 Which of these adjectives would you expect to find in a letter of complaint?

dismayed	delighted	appalled	distressed
thrilled	disappointed	pleased	upset
satisfied	shocked	disgusted	overjoyed

- 3 Read the letter of complaint to an airline and answer the questions.
 - 1 Where had the family been on holiday?
 - 2 Who wasn't well?
 - 3 Why couldn't the family travel home together?
 - 4 Which members of the family travelled back to Gatwick airport? Which to Heathrow? Why?
- 4 How are the more informal lines below expressed in the letter?
 - because your airline didn't do the right thing
 - [Tom] felt a bit sick
 - We adults weren't very worried
 - we told her what had happened
 - the plane wouldn't leave until we got off
 - the news really upset us
 - we felt better when they offered
 - I want you to tell us exactly why we weren't helped
- 5 Discuss and make a list as a class of some situations you could complain about. Choose one and write a letter or email of complaint.



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BN1 6NZ

Customer Services
QFly Airways
PO Box 611
Slough
SL5 1NP

3 March

BOOKING REFERENCE: 4YFHTT (Benjamin and Susan Potts)

Dear Sir or Madam,

I am writing to complain about a most distressing travel experience, which we believe was the direct result of your airline's mishandling of the situation.

Our family group of six were due to return from the holiday of a lifetime, departing Antigua for London Gatwick, on flight QF 5612 at 19.40 on February 26th. Our son, Tom (7), having spent too long in the sun, was feeling a little unwell in the departure lounge. None of the adults present were overly concerned. On entering the aircraft, a member of the crew asked if our son was all right. We explained the situation and went to take our seats. The crew member returned with a thermometer and took my son's temperature. She said that it was 100.2°F (the normal body range is between 97°F and 100°F.) She left and we settled in our seats. My son was already feeling much better.

A few minutes later, she returned to say that she had contacted paramedics and since my son's temperature was above normal, we would have to leave the aircraft, as he may become ill during the flight. We were incredulous, pointing out that our son now felt fine. However, we were told that a series of events had been set in motion, which meant that the aircraft would not depart until we disembarked. This news caused great distress to my entire family, especially my son, and his four-year-old sister. However, we were reassured by the offer of guaranteed seats on the flight the following evening. In the end we disembarked, leaving our daughter with her grandparents.

We were taken to a hospital, where we spent three hours and \$550 to get a letter stating that my son was safe to fly. We were shocked and dismayed to hear the doctor's disbelief that our son had been asked to leave the flight.

To add insult to injury, the next day there were no guaranteed seats. Due to the continuing distress of our children and pressing work engagements, we could not risk waiting for standby seats. Fortunately Delta Airlines came to our rescue, offering us flights to Heathrow that day via New York, JFK. Flights that cost \$3300.

In conclusion, I would ask you to provide a detailed explanation of your airline's lack of assistance and that you not only refund the expenses incurred, but also pay us compensation for the distress caused.

I enclose a letter from the doctor who examined my son and a detailed breakdown of all our expenses with receipts. I look forward to your swift reply.

Yours faithfully,

Benjamin Potts

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