

Sample letter of complaint

66 Trees Lounge,
Bemworth,
Devon CG4 5HZ

14 September 2002

Alltours,
342 Rich Road
Bemworth
Devon VF7 6JK

Dear Sir/Madam,

My husband and I have just returned from one of your "special city tours" in Amsterdam (August 31 – September 10) and I am writing to complain about the holiday we were given.

To begin with, the hotel was not at all what we had been led to expect from your brochure. You advertise air-conditioned rooms with mini bar and private bathroom, but what we got was a tiny room with none of the promised appliances. The room only had a washbasin and we had to share the sanitary installations with five other parties on our floor. The temperature was 90° every day, so you can imagine the comforts of a room with nothing but the cold water tub for cooling. As for the hotel staff, whenever we called down to the reception there was simply no one around. There did not even seem to be any cleaning staff since our beds were made once during the whole of our stay.

Added to all this, the tourist guide included in your offer had fallen ill shortly before we arrived and there was obviously nobody in charge to organise a suitable substitute. After five days a courier tuned up who spoke only fragmentary English and we had difficulties understanding only half of what he said.

As you will realise, we are highly dissatisfied with the holiday your company provided and we do not see why we should put up with it. We expect a letter of explanation as well as a substantial refund of our money. Unless this is forthcoming, we shall have to take matters a step further.

Yours faithfully,

(Mrs J Smith)

Format of a letter of complaint

- **Introduction:** Reason for writing. Exact details of holiday (time, place, etc.) [explain the situation]
- **Development:** Details of problems. Deal with each major problem in a new paragraph. [complain, express your dissatisfaction]
- **Conclusion:** What you expect from the company. [ask that something be done]

Mind that a letter of complaint is a formal letter, so you need to write in formal language – don't be rude!

For further information, see also:

<http://www.howtocomplain.com/info/cl-template.shtml>

complaint letter templates

http://owl.ccd.ccoes.edu/owl/letters/Let_3.html

another sample letter

TASK:

Think of a holiday you had where not everything went as you had expected. Write a similar letter of complaint.