

A Formal Complaint Letter

By: Emad Tazi

Structure of the letter

Greeting

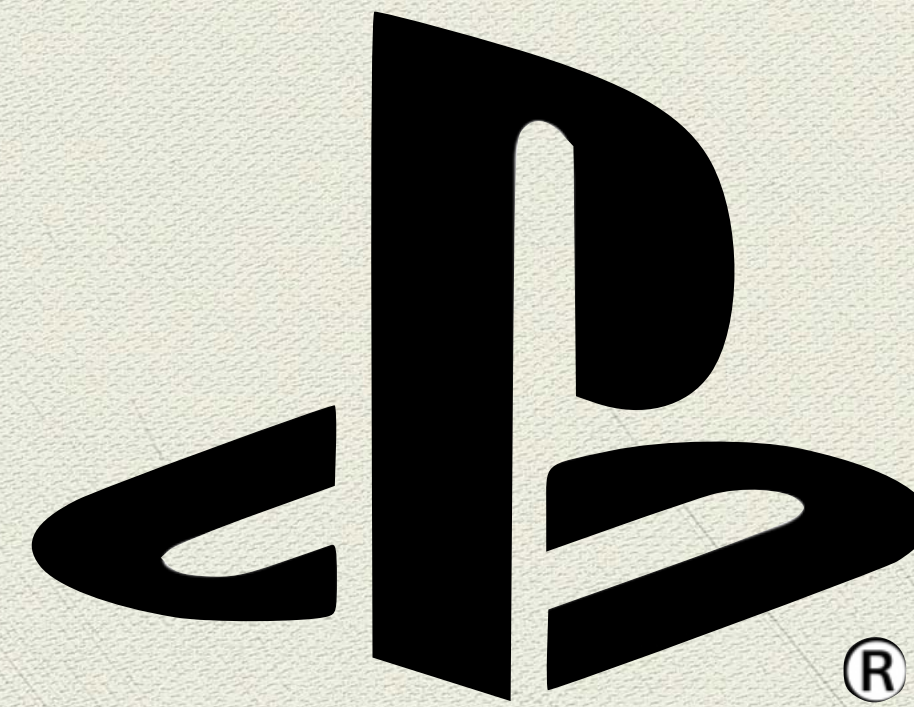
A body paragraph

A closing

Greeting

- ◆ Dear Sir,
- ◆ Dear Madam,
- ◆ Dear Company name,

amazon



Phrases you can write to describe a **situation**

I am writing to inform you of my dissatisfaction
with...

I am writing to inquire about...

Phrases you can write to describe a **problem**

I had a difficulty in...

On January 4th I....

Phrases you can write to describe a **solution**

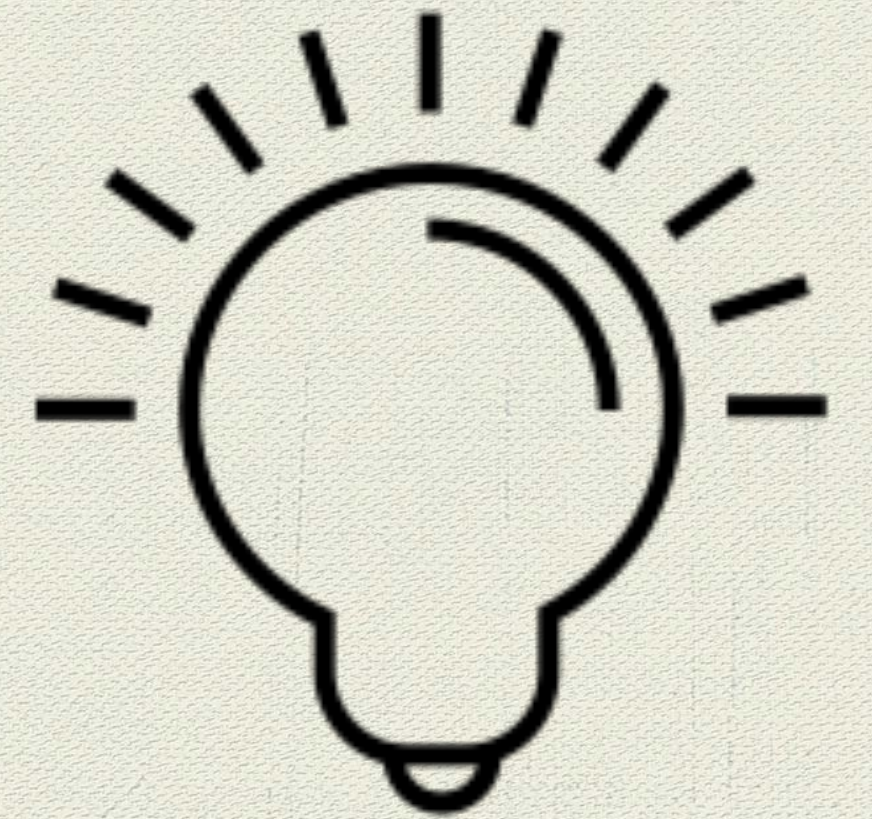
Please find attached a copy of the invoice ...

Could I please ask you to...

Closing

If you **know** the person's name

Yours sincerely ,



Closing

If you don't know the person's name

Yours faithfully ,



Dear Amazon,

I am writing to you to complain about the damaged product that I received. I ordered the product eilik desktop robot on January 4th and received it on January 10th. The product arrived in a damaged condition and I am very unhappy with the way that the product was handled.

The product arrived with a lot of damage and it is not what I expected at all. I am very disappointed with the way that the product was handled and I would like to ask you to please refund my money.

I am not happy with the way that the product was delivered and I would like you to do something to make up for the damage that was done.

Thank you for your time and I hope to hear from you soon.

Yours faithfully,

Emad Tazi