



LESSON 8: HOMEWORK TASK

Letter of complaint

Imagine you bought an MP3 player recently which you had to take back straight away as it wasn't charging.



It was repaired by the shop and it worked for one whole month before the problem started again.

You went back to the shop and asked for a full refund.

The shop assistant told you that the MP3 needed to be repaired three times before a refund would be considered. You don't think that this makes sense and you are not happy at all.

You decide to write a letter of complaint to the manager of the shop.

Your letter, addressed to the manager, should include the following:

- An opening greeting
- Dates of previous contact with the shop
- What you were told on each occasion
- Why you are not happy with what you were told
- What you want instead
- What action you will take if the shop refuses to do what you want
- Sign off and signature