

Proficiency Writing Part 2: Useful expressions and ideas to be used in Letter of Complaint

Opening

Dear Sir or Madam, / To whom it may concern,

I am writing to express my disappointment with/dissatisfaction with the service I received in...

I would like to lodge a formal complaint against your company for the reasons outlined below:

I feel compelled to write to you in order to describe the

Listing Problems

First of all,

Not only was there a hair in my wife's soup, **but** the main course **also** arrived cold.

On top of that...

As if that was not enough...

To top it all off...

The straw that broke the camel's back was...

Complaining Expressions

The standard of the... was not up to scratch.

The... was not up to the expected standard.

The... left a lot to be desired.

The... failed to live up to our expectations.

We were left bitterly disappointed by...

The quality of the customer service we received was woefully inadequate.

The... was an absolute disgrace. (v.strong)

Overall, our visit to your (restaurant) was an unmitigated disaster from start to finish.

Requesting Action

It seems only fair that you should... (offer a full refund)

I would appreciate it if you...

I would be grateful if you...

Should these demands not be met, you will be hearing from my lawyers.

I expect to receive compensation to the tune of (€2000) for the...

Making Recommendations

I strongly recommend that your organisation...

It would be advisable to...

I suggest re-evaluating your procedures regarding...

Sign off

I look forward to receiving your reply.

I expect to receive a prompt reply to this letter.

Yours faithfully / Yours sincerely