

27 Complaints

A Complete the sentences typical of complaint emails with the pairs of words in the box.

attention/issue	connection/attitude	delivered/urgently	entitled/replacement
matter/inconvenience	package/ordered	purchased/standard	quality/purchased
refund/escalate	replace/goods	terms/treatment	unless/cancel

- 1 I am writing in connection with the negative attitude of a member of your staff.
- 2 I hope that you will deal with this promptly as it is causing me considerable
- 3 The equipment I ordered has still not been, despite my phone call to you last week to say it is needed
- 4 Although you advertise yourself as a top-quality brand, the product I was well below the I expected.
- 5 I am writing to draw your to an in your customer services section.
- 6 Please the faulty as soon as possible.
- 7 I wish to complain in the strongest possible about the I received from a member of your staff.
- 8 I believe that I am to an immediate
- 9 When we opened the there were only 50 items instead of the 60 we
- 10 I receive the goods by the end of this week, I will have no choice but to my order.
- 11 I am writing to complain about the of a product I on your website.
- 12 I insist on a full, otherwise I will be forced to the matter by asking our accounts department to contact your head office directly.

B Match the beginnings (1–8) with the endings (a–h).

- | | |
|---|--|
| 1 You only sent seven DVDs, instead | a) there were only seven in the box. |
| 2 You only sent seven DVDs, in spite of | b) but there were only seven in the box. |
| 3 Even though I paid for eight DVDs, | c) However, there were only seven in the box. |
| 4 I paid for eight DVDs. | d) so I'm refusing to pay your invoice. |
| 5 I paid for eight DVDs, | e) Therefore, we are refusing to pay your invoice. |
| 6 First, the quantity of DVDs was incorrect. | f) of the eight that I ordered. |
| 7 The DVD issue is still not resolved. | g) the fact that I paid for eight. |
| 8 You still haven't dealt with the DVD issue, | h) Second, two of the cases were damaged. |



C Complete each phrase with **one** word. Some letters have been given to help you.

- | | |
|---|--|
| 1 to write in <i>connection</i> with sth. | 6 to be below the expected st..... <i>d</i> |
| 2 to need sth. <i>ur</i> <i>y</i> | 7 to complain in the strongest possible <i>te</i> <i>s</i> |
| 3 to <i>esc</i> <i>te</i> the matter | 8 to draw sb's <i>at</i> <i>ion</i> to sth. |
| 4 to insist on a full <i>re</i> <i>d</i> | 9 to demand an immediate <i>repl</i> <i>nt</i> |
| 5 to replace a <i>fa</i> <i>y</i> item | 10 to cause sb. considerable <i>in</i> <i>ience</i> |

D Linking words and phrases are used in complaints to explain your case clearly and carefully. Complete the table with words/phrases in the box.

Actually	As a result	Even though	Finally	Firstly	Furthermore
However	In addition	In conclusion	In fact	In particular	In spite of the fact that
On the other hand	Specifically	Taking everything into consideration	Therefore		

Adding another point (like *and*):

1 *Furthermore* /

Adding more exact information:

2 *In particular* /

Listing points:

3 /

Making a contrast (like *but*):

4 /

Making a contrast (like *although*):

5 /

Giving the consequence (like *so*):

6 /

Saying something true but surprising:

7 /

Introducing the final paragraph:

8 /

E Underline the most appropriate words or phrases in the email.

I am writing to complain about the poor service we have received from your company. ⁽¹⁾*Firstly/Therefore*, the goods you sent were not the ones that we ordered. Our order dated 16 September clearly stated that we wanted 1,000 t-shirts. ⁽²⁾*In particular/However*, we only received 800. ⁽³⁾*Nevertheless/Furthermore*, we asked you to print our company logo in the top left front corner of the shirts and you have printed it at the back. To make matters worse, your staff were very unhelpful when I called. ⁽⁴⁾*Even though/Specifically*, I was passed from person to person and no-one took responsibility. ⁽⁵⁾*In fact/On the other hand*, after 30 minutes I just gave up in frustration and ended the call.

The whole matter was treated by your staff as though it was completely unimportant, ⁽⁶⁾*in spite of the fact that/therefore* we have been your customers for more than five years. ⁽⁷⁾*In particular/As a result*, we are going to end our business relationship with you.

⁽⁸⁾*In conclusion/In addition*, we must insist on an immediate replacement order, to reach here within ten working days, at no cost to ourselves.