

Topic 2: Formal Letter - Complaint

Chapter 2: Composition and Letter Writing · Topic 2

Key Concept

A formal letter includes the sender's address, date, receiver's address, a formal greeting, and a formal closing like 'Yours faithfully.'

A complaint letter clearly states the problem, provides relevant details like dates and specifics, and requests a solution.

The tone of a complaint letter should be polite but firm, avoiding rude language while clearly expressing dissatisfaction.

Ending a complaint letter with a clear request for action helps ensure the reader understands what resolution is expected.

Quick Revision Notes

- Formal letter: addresses, date, greeting, closing.
- Closing example: 'Yours faithfully.'
- Complaint letter states problem clearly.
- It includes dates and specific details.
- Tone should be polite but firm.
- Avoid rude language.
- End with a clear request for action.
- This ensures the reader understands expectations.

Practice Questions

- 1 Write a complaint letter about a faulty product.
- 2 Identify the parts of a sample complaint letter.
- 3 Write a polite but firm complaint sentence.
- 4 Write a formal closing for a letter.
- 5 Discuss the tone needed for a complaint letter.
- 6 Write a complaint letter about a broken public facility.