



**INDIAN SCHOOL DARSAIT
WRITING SKILLS
LETTER OF COMPLAINT**



FORMAT:

1. Sender's Address



**PO Box 2413, PC 112
Ruwi, Muscat
Sultanate of Oman**

2. Formal date



20th April 2018

Receiver's Address



**3. The Manager
Star Sports
Ruwi, Muscat**

4. Salutation



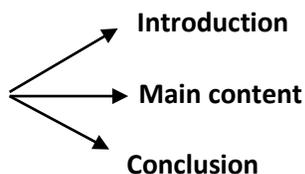
Dear Sir

5. Subject



Topic to write on

6. Body of the letter



7. Leave taking



Yours faithfully

8. Subscription



**Signature
Name**

Points to remember:

1. Include all important facts about your purchase, including the date, reference number and place where you made the purchase and any information you can give about the product such as brand, model number, etc.

2. Mention the problem and state exactly what you want to be done about the problem and how long you are willing to wait to get it resolved.
3. Language should be polite rather than angry, sarcastic or threatening.
4. Give a **clear description of the nature of complaint** of the product.
5. Ask for **service based on warranty applicable** to the product that you have purchased.
6. Though it is a letter of complaint, the language used **should be polite**.

Sample : You are Manisha, staying at 22, Kirti Nagar, Delhi. You bought a mobile phone from “Mobile Villa”, Roop Nagar, Delhi. The phone developed a problem within a few days of the purchase. Write a letter to Sales Manager of the showroom complaining about the defect and seeking immediate replacement.

22, Kirti Nagar
New Delhi

14th April 2018

The Sales Manager
Mobile Villa Roop Nagar
Delhi
Sir

Subject: Complaint against Defective Mobile Phone.

This is in reference to the bill no. 2314 against the purchase of a mobile phone from your showroom on 5th April 2018. The phone carries a guarantee of 2 years against any defect.

I regret to inform that after one week of using it, problems started to appear. The flash of the camera is no longer working. Also, the display screen is getting blurred which makes it difficult for me to see the SMS messages clearly. Under the terms and conditions of the sale, the phone carries a guarantee of two years towards any defect.

You, are, therefore requested to replace it at the earliest so that I would be spared from further inconvenience.

Yours faithfully

S/d

Manisha.

Practice Question

You are Sanjay Roy of way no 1543, Building No.2342, Flat no 23, Seeb. Last month you bought a LG Washing Machine from Star Electronics, Al Khuwair. Now you find that the machine is not functioning properly and making an unbearable noise. Write a letter to the Manager complaining about the same and requesting him to change it or refund the money at the earliest.