

[Note: The following should be done in notebook]

LETTER OF COMPLAINT

A Complaint Letter is a type of letter written to address any type wrong doing, offence, grievance, resentment arising out of a product, service etc. Complaint Letters are used to raise your concerns about unfair things and seek a productive outcome.

FORMAT

Sender's address

x-x-x-x-x-x-x-x

Date

x-x-x-x-x-x-x-x

Receiver's address

x-x-x-x-x-x-x-x

Salutation/Greeting

(Subject)

[BODY]

x-x-x-x-x-x-x-x

Complimentary close,

Name

Sample Letter of Complaint

Q1. You are Sudipta of 549, Sector 4 , Rohini, New Delhi. You are a student of class 8 of D C Arya School, New Delhi. Metro Rail has become very popular, comfortable and a convenient mode of transport in your city. Unfortunately, the premises in front of your school have become an unauthorized transport stand for feeder buses of the metro station. Write a letter to the editor of 'Hindustan Times' suggesting the removal of the transport in front of the school premises.

549, Sector 4,
Rohini,
New Delhi

23rd January 2020

The Editor,
Hindustan Times,

Delhi-110086

Sir,

Subject: Unauthorized transport stand in front of D C Arya School

Through the columns of your esteemed newspaper, I wish to bring to the notice of the authorities the chaos created in front of the D C Arya School, with the coming up of an unauthorized transport stand for feeder buses of the metro station. Traffic jams are created by the stationary vehicles encroaching on the main road, slowing traffic flow and requiring police intervention to be regulated. Children face the hazard of accidents while exiting the school premises and the footpath in front of the school has been taken over by squatters, flower vendors and hawkers. All this not only hinders the convenience of the students as well as the entire school but also creates a noise in the school premises where silence is utterly required.

Repeated appeals to the civic authorities have yielded no results.

I therefore, request you to publish my letter and help alert the general public to the hardships caused by the unauthorized stand.

Yours truly,
Sudipta

Q2. You are Rajat, a resident of House no. 15, Block 3, College Road, Ludhiana. You had placed an order for a few books with Ashish Books Co., Ansal Arcade, Ludhiana. On delivery of the order, you find that the books are damaged. Write a letter seeking replacement of the delivered books.

House no.15,
Block 3,
College Road,
Ludhiana

8 November, 2020

The Manager,
Ashish Books Co.,
Ansal Arcade,
Ludhiana

Sir,

Subject: Replacement for defective books

I placed an order for seven books from your store against Order form number BK 00207 on October 27,2020. The order was duly delivered at my place against bill number 2476.

The condition of the parcel made me a little suspicious. When I opened the parcel, my fears were confirmed as I found that the books had been damaged by moisture. Perhaps your people did not realise that in view of the ongoing rains, extra care was needed to save the books from moisture. Also, I found that several pages of one of the novels are dog-eared and some books are pale in color. They seem to be old prints. I was offered a discount of 20 per cent and was assured that it was on fresh prints.

I would appreciate if the order is delivered afresh and with proper care at the address mentioned above and as soon as possible.

Yours sincerely,

Rajat