

**CLASS 11 ENGLISH
WRITING SKILLS
FORMAL LETTER WRITING
(LETTER OF COMPLAINT)
NOTES**

A letter of complaint is a complaint letter written to concerned authorities if we are not satisfied with the service provided by them. These letters are formal in nature. Sometimes when we order a product and it turns out to be defective then we write the letter to the related person or company, complaining about the product.

FORMAT OF A FORMAL LETTER OF COMPLAINT

Sender's Address

Date (Date Month, Year)

Receiver's Designation

Name of the Receiver's Company

Receiver's Address

Sir/Madam

Sub: -----

Body of the letter (in three paragraphs, word limit: 120- 150 words)

- Introduction

Mention product purchased-when; where; what; model/ brand; Bill No.-----

- Detailed Explanation

Mention the defects and problems faced (atleast 3-4 points)

- Conclusion

Since the item is under warranty, kindly replace it within ----- days, failing which we will be forced to move to the consumer court.

Thank you

Yours sincerely

Signature

Sender's Name/ XYZ

(Designation)

Points to keep in mind while writing a letter of complaint:

- Mention the item purchased with specifications, date and place of purchase as well as warranty.
- Explain the problems faced with the product.
- Outline what steps you have taken so far to solve the problem and describe the consequences of the faulty product or service. If you have had previous communication with the company, be sure to note it in your letter, including reference numbers where applicable.
- Explain how you would like to resolve the problem by requesting the concerned authority to either repair the product suitably or replace it as the product is serving the warranty period.
- Explain that you look forward to receiving a reply with a resolution. Set a date or time limit in which to receive the reply.

SAMPLE QUESTION

You are Naveen Chaudhary, Director of Institute of Research and Technology, New Delhi. You had purchased five HP Desk Jet 200 printers from Computer Centre, the sole dealers of the product, placed in Nehru Place, Delhi. Within a month of the purchase, you find problems with the printer. Write a letter to the Manager, complaining about the defects and requesting him to attend to the problem.

Indian Institute of Research and Technology
Delhi

30 November 20XX

The Manager
Computer Centre
Nehru Place
Delhi

Sir

Subject: Complaint against Defective working of HP Desk Jet Printers

- With reference to the Invoice Number CD/321/20 dated 30 September, 2020 for the supply of five HP Desk Jet 200 printers for our Institute, we regret to inform you that the consignment delivered is not up to our expectations.
- The sample of the product shown by you has been most misleading. The printers worked satisfactorily on our newly acquired personal computers only for a fortnight but now they have started giving problems. The print quality, to our utter shock, is extremely poor and the impression is not clear and deep. Moreover, the ink nozzles of the print cartridges get frequently clogged. We were assured about the quality of the product at the time of the purchase but it has turned out to be of inferior quality in comparison with the sample shown. The poor performance of the Desk Jet Printers has also affected the quality of work and has put our reputation at stake. In spite of several reminders, the service engineer has not been sent till date to attend to the fault. We have been your regular clients in business but are highly disappointed this time by the laxity and unprofessional attitude of your company.
- As the fault has occurred within the warranty period, we expect you to replace the defective products within a week as per the terms and conditions of the placed order and the promises assured by your company, failing which we shall be forced to bring up the matter against you in the

Consumer Court.
Thank you
Yours sincerely
(Signature)
Naveen Chaudhary