

Writing for Impact

Template 5

Making a complaint

Greeting

Dear Sir/Madam,

Purpose of writing

I am writing to complain about the standard of the conference facilities that you provided my company with when we organised the 'Vision 3000' conference at your hotel in Pasadena last Wednesday and Thursday (24 and 25 July).

Details of the complaint

When we booked the hotel for this conference we were assured that all of the rooms would have Wi-Fi. Unfortunately, on the first day most participants could only access the Wi-Fi when they were in the hotel lobby. This caused a great amount of inconvenience, as we wanted to broadcast the conference live to our sales team in New York and many of our employees at the conference needed wireless in their bedrooms to conduct business while the conference was going on. The problem was reported to your staff and we did have Wi-Fi in the conference rooms on the second day. However, this led to a lot of inconvenience and meant that our colleagues who were not able to attend did not get to see or participate in the first day. Furthermore, the issue of Wi-Fi in the bedrooms was not resolved and the employees had to use a pay-per-use service.

Include as much detail as possible to enable the recipient to investigate what went wrong on this specific occasion

Most of the verbs will be in the past simple (or present simple for a continuing problem). Tell your story in a simple, chronological order.

Use the passive to keep your story focussed on what happened to you, not what caused the problem

Explain why you had to complain

We have worked with your hotels in various cities over the years and we have always been satisfied with the service you have provided us with in the past. We understand that the situation was perhaps out of your control, but I felt that I had to write to you to ensure this does not happen again.

Nobody likes someone who complains all the time. Try to show you are normally tolerant and patient. You didn't want to complain, but you had to.

Your expectations

I feel that we deserve an apology, compensation for the problems in the conference rooms and full refunds for the bills our staff received from having to use a pay-per-use service to connect to the Internet.

Closing

I look forward to your prompt reply.

This makes it clear that you expect a reply very soon.

Yours faithfully,

Rose Williams