

## Writing a letter of Complaint

-I'm Writing { to/ in order to/ so as to/complain about...

{ so that I complain / express my disappointment /dissatisfaction with ...

First and foremost / besides / added to this /moreover / in addition/ last but not least

-I was not at all satisfied with...../to begin with-I was also disappointed with ....

-I very much regret to have to inform you that.../ I am really sorry to tell you that.....

- I should { point out that...

{ draw your attention to ( a number of defects)

-Our journey was a disaster/ a nightmare => Our dream holiday turned into a nightmare=> all our hopes were dashed (on the grounds of reality).

-The holiday didn't meet (come up to) our expectations.

- Add insult to injury,....

-To make matters worse,....

-Things came to a head when....

\*In short; we consider that you owe us an apology.

\*Taking into consideration the money we paid and the disappointment our stay at your hotel caused us I think an apology and a refund would be appropriate

\*Would you please let me know whether you would be willing to refund our money or offer us another holiday.

\*I have no doubt that these problems will interest you

\*I look forward to { hearing from you with a satisfactory reply

{ receiving a compensation

### **Things that may spoil one's holiday:**

\* My luggage was lost

\* Not only was your scheduled flight delayed but also the coach which was supposed to take us to the hotel was not available <= Complain to the travel agency.

\*the food was awful. The same dishes were served everyday <= Complain about the hotel

\*My money/some precious belongings were stolen from my room

-there was no room booked/ our room was not tidied everyday/ bad room service (always late)

-there was much noise because of refurbishing

-the swimming pool was not clean / was empty

-the receptionist was rude

=>nothing was as advertised in the brochure.