



**INDIAN SCHOOL MUSCAT  
SENIOR SECTION  
DEPARTMENT OF ENGLISH  
CLASS XII**

**WORKSHEET NO. 12**

**Letter of Complaint**

**Letter of Complaint (The complaint could be against):** A social problem, Poor services by an agency/organization.

**Sample 1:** You are Meera Sharma/Madhur Sharma of U-03 G Block Kasturi Nagar Mysore-37. Write a letter to the Director NGO Bird Links Society, Bangalore expressing your concern about the decrease in the number of the birds in Delhi.

House No- U/08

G Block

Kasturi Nagar

Mysore -37

14<sup>th</sup> May, 2017

The Director

NGO Bird Links Society

Bangalore

Karnataka

Sir

**Subject: Diminishing Number of Birds**

With deep regret I wish to bring to your kind notice about the decrease in the population of birds in Mysore. Mysore is known to have more than 500 species of birds but many of them are on the verge of extinction.

According to the reports from the recent seminar held on Conservation of Birds, there was a time, when a number of birds would flock to the banks of river Kaveri, Bandipur wild life sanctuary and forested canopy in Mysore. These numbers have come crashing down in the recent years.

The main reasons are rampant construction of buildings, bridges and flyovers, cutting of forests and of course environmental pollution. Many species have become endangered. It is time the people of Mysore were made aware of this grave situation by conducting seminars and workshops.

The locals should be given incentives for preserving the birds. Sanction for the construction of buildings, malls, bridge sands so on should be given only after proper evaluation of the environmental impact of those constructions over the life of species there. Let's not forget that birds are an important link in the food chain.

I request the government, environmentalists and the society to show their concern before it is too late.

Yours faithfully

S/d

(Meera Sharma)

**Defect in Product: Points to remember:** Format is similar to that of a formal letter.

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 2:** 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

Delhi

14<sup>th</sup> May 2017

The Sales Manager

Mobile Villa

Roop Nagar

Delhi

Sir

Subject: Complaint against Defective Mobile Phone.

I bring to your kind notice that I bought NOKIA N73 mobile on 5th May, 2017 vide receipt no.SE/099 from your showroom. 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.

**Sample 3.** You are Shekhar Rawat of 70, Lajpat Kunj, New Delhi. Last month you bought a food processor from Geeta Electronics, Saket Nagar, New Delhi. Now you find that the appliance is not functioning properly and making an unbearable noise. Write a letter to the dealer complaining about the same and requesting him to change it or refund the money at the earliest.

70, Lajpat Kunj

New Delhi

14<sup>th</sup> May, 2017

The Sales Manager

M/s Geeta Electronics

Saket Nagar

New Delhi

Dear Sir

Sub: Replacement of the Defective Food Processor

I had bought a Black & Decker Food Processor from your showroom at Saket Nagar on 10<sup>th</sup> April, 2017, vide the bill number AO248/18. I regret to inform you that the product is defective and not performing up to my expectations.

It is faulty and has caused me a lot of hassle. It is not grinding and chopping vegetables properly. Furthermore, it makes an unendurable noise while it works.

I have been your customer for many years and this is the first time that I have been so dissatisfied with any of your products. I request you to replace the appliance because it has a warranty of one year or refund the money at the earliest. I am enclosing a copy of the receipt to help you commence immediate action.

Yours truly

S/d

Shekhar Rawat

### **PRACTICE QUESTIONS**

You had bought a mobile phone from a reputed showroom in Mumbai but after a month it developed a serious fault. Write a letter of complaint to the manager asking for immediate repair or replacement of the same. You are Sadiq / Razia, 123, TT Nagar, Bhopal.

You are John / Joanna of 26, Mehdipatnam, Hyderabad. Last week you bought an washing machine from M / S Tirupati Stores, Nampalli, Hyderabad. Now you find that the machine has some defects. Write a letter to the dealer complaining about the same and requesting him for the replacement of the same.

You are Anish / Anisha staying at 8, Lajpat Nagar, New Delhi. Last month, you bought a video camera from the 'Ultra-Modern Electronic House', Abids, Hyderabad against a warranty of two years. Now you discover that there is something wrong with this camera. It doesn't work for 30-40 seconds at a stretch. Write a letter to the dealer complaining about his problem.

You are Amit staying at 81, Chitranjan Park, Kolkata. Last month you got an inverter installed at your house through Electronic World of Subhash Nagar, Kolkata. Now you find that the inverter is not working and the local electrician who examined it at your request has told you that it is having some technical defect. Write a letter to the dealer asking him to replace it immediately under terms and conditions of the deal.

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