



**INDIAN SCHOOL MUSCAT  
SENIOR SECTION  
DEPARTMENT OF ENGLISH  
CLASS XI  
LETTER OF COMPLAINT**

Complaint letters are one of those letters that are usually written to business firms, electricity board, water supply and sewerage board, telecommunication services and several other organizations with a purpose to remind them about their defective products or poor services. It is extremely important to provide all the details in your complaint letter as the information can be further used for verification.

Letter of Complaint (The complaint could be against)

- A social problem
- Poor services by an agency/organization
- Defect in product

Here some tips are discussed that will help students in writing complaint letter correctly.

**1. Reliable:** Make sure that the language should be convincing while writing a complain letter. It should be real, relevant and to-the-point.

**2. Factual:** To justify your complain, you should enclose all the relevant documents along with the letter. All the facts and documents will undoubtedly resolve you problem as soon as possible.

**3. Concise and constructive:** It should be written in simple language. Additionally, the letter should demand immediate response, quicker decision or positive actions in order to resolve the complaint as soon as possible.

The message conveyed in the complaint letter should be direct and credible. It should contain all the details. For example – if you had purchased a product, which is defective or unsealed then, you should keep the purchasing bill, order number and other details as evidence. You can enclose the photocopy of that bill with the letter as it may help you to get an immediate response from the concerned authority.

### **SAMPLE LETTER**

1. You are Apoorva/Arpit. You bought a refrigerator from Ganesh Electronics and Electricals, Gandhi Marg, Nagpur. It does not function properly. Write a letter to the Sales Manager of the shop, complaining about the defect and asking for immediate replacement or repair, as necessary.

33, Stadium Road  
Nagpur

20th December, 2016

The Sales Manager  
Ganesh Electronics and Electricals  
Gandhi Marg  
Nagpur

Sir,

Sub : Complaint about Defective Refrigerator Purchased from You

Ref : Bill No. 234 Dated 7<sup>th</sup> December, 2016

On 07.12.2016, I purchased a Godrej refrigerator, Model No.435, vide Receipt No. 234 from your showroom, paying Rs.15,000.

Unfortunately, the refrigerator does not function properly now. It does not cool properly and sidewalls of it get heated a lot. The freezing compartment of the refrigerator stops suddenly. It produces noise with vibrations.

To resolve the problem I would appreciate if you get the refrigerator checked properly by a qualified technician. Since, it is under warranty period, I request you to kindly send someone to replace it as it seems to have some manufacturing problem.

I look forward to your reply and a resolution to my problem, and will wait until a week before seeking help from the Consumer Protection. Please contact me at the above address or by phone at 0402667546 between 4.30 p.m. to 9.00 p.m.

Yours truly,

sign

Arpit

Enclosures cc: Receipt of purchase and warranty card

2. You are Rajan\Reena of 25, Akbar Road, New Delhi. Write a letter to the Police Commissioner (traffic) complaining about inadequate parking facility in the Connaught Palace area of New Delhi.

25 Akbar Colony  
New Delhi

9<sup>th</sup> January 2017

The Police Commissioner  
Parliament Street  
New Delhi

Sir,

Sub: Inadequate parking facility in Connaught Place area

May I have the honor to draw your kind attention towards inadequate parking facilities in the Connaught place area.

You know that it is a busy area round the clock. People come here from far and near for trading and sight-seeing. The N.D.M.C. Park, Jantar Mantar and the Palika bazaar add to its charm. Often one can see foreigners trading here in large groups. They hire vehicles. The traders and other people find it difficult to park their cars here. There is little space for parking near the Palika Bazaar. Even the pedestrians find it difficult to cross the road. The D.T.C. buses and the Red Lines remain on the move.

It is highly imperative on your part to provide more parking spots. I hope you will pay attention to it and help the general public.

Thanking you

Yours faithfully,

s/d

Reena

**Practice Questions:**

1. You are Keerti/Krishna of 56, Indrapuram, Bangalore. You bought a new 'VIP' Washing Machine from M/s Rama Electronic, Commercial Street, Bangalore last week. Now you find that the machine makes an unbearable noise and motor tears delicate fabrics. Write a letter to the dealer complaining about the same and requesting him to change the machine as early as possible.

2. Write a letter to the Superintendent of Police complaining against the apathetic attitude of the traffic police towards rash driving and violations of traffic rules in the city. You are Sumit/ Radhika of 9, Lawrence Road, Amritsar.