

**Ministry of Education**  
**Secondary Engagement Programme**  
**September 2020**

**WEEK FIVE : LESSON THREE**

**Subject:** English Language **Grade:** 8

**Topic:** Letter Writing

**Sub-topic:** Letter of Complaint

**Objectives:** After studying the sample letter students will write letters of complaint effectively.

**Concept:** Letters of complaint are written to air ones plight and to seek a suitable resolution to the problem.

**Content:**

All Letters of Complaint should be expressed in a formal tone. The complaint and all the inconveniences suffered by the complainant should be clearly and logically stated. Although strong language is used by many writers, it is advisable to refrain from abuses, threats and insults because they only serve to embitter relationships.

If you make allegations, they must be supported with proof of evidence.

If the nature of your complaint needs settlement through compensation, indicate the cost, in your letter

**Structures that are frequently used in Letters of Complaint:**

**Introductory Statements:**

I am writing because/ on account of/ on the subject of.....

I am writing to indicate/ inform you about....

I am afraid that I am compelled to ....

**Expressing the Complaint:**

I must complain about/object to/record my dissatisfaction

I can no longer put up with/tolerate/bear

I find it distressing/most disappointing/ appalling

I feel something ought to be done/said....about

**Draft of the Letter of Complaint:**

Sender's Name  
Sender's Status  
Sender's Department (optional)  
Sender's Organisational Name (optional)  
Sender's Lot and Street Name  
Sender's Village  
Sender's Ward

Date

Recipient's Name  
Recipient's Status  
Recipient's Department (optional)  
Recipient's Organisation Name  
Recipient's Organisational Address Lot and Street Name  
Recipient's Village  
Recipient's City

Salutation

Reference \_\_\_\_\_

[Short introductory paragraph- Provide details about the product or services that is the subject of the complaint. Include dates, locations and the specifics about the item or service. If there is an account number, provide the number]

[State the issue with the item or service. Provide details as to the cause. This may include malfunctions, billing issues, details that were not disclosed, etc.]

[Indicate how you would like them to resolve the problem. Provide specifics about what you are seeking. This may include reimbursement, replacement, repair etc.]

[Indicate you are including copies of the transaction documents. State the specific documents or information you are including. This may be copies of receipt, warranties, serial numbers, etc.]

[Indicate you are looking forward to a reply within a specific time period (choose a reasonable time period). Indicate you will wait until the given time period has elapsed before pursuing other options such as legal counsel or consumer protection agency assistance.]

[Indicate they can contact you about the issue and provide your contact information (telephone numbers and email address)]

[Friendly closing sentence]

Complimentary Closure

Signature

Sender's name in full

Status

Telephone number

Sample Letter of Complaint:

Martha Stewart  
Customer (optional)  
Lot 13 Lexington Avenue  
Riverdale  
West Bank Demerara

06<sup>th</sup> September, 2020

Dave Chappel  
Customer Relations Manager  
Customer Relations Department  
Warner Clocks  
Lot 123-125 Middle Street  
South Cummingsburg  
Georgetown

Dear Mr. Chappel:

Ref: Defective alarm clock.

I am writing to complain about a defective alarm clock manufactured by your company. I purchased the alarm clock (Samsung JxL10 serial number 1456739) on the 25<sup>th</sup> August, 2002 from Warner Clocks, Parika location. I was assured of the high quality of the clocks at the time it was purchased.

One week after the purchase, I discovered that the clock was not functioning properly. The alarm did not signal at the time it was set for, but went off at different times, sometimes in the middle of the night.

I returned it to the store where it was bought to seek a solution to the problem. Mr. Yeng, the Sales Manager, claimed that replacing the clock would be impossible as that particular clock was no longer in production. I exhorted him to refund my money and he became angry and abusive.

His behavior towards me and the situation left me no other alternative but to write to you. I do hope you can offer me an amicable settlement by refunding my money or replacing my alarm clock.

Attached hereto is a copy of the receipt from the purchase along with the copy of the warranty issued to me upon purchase of the alarm clock.

If my request is not favourably met with three (3) weeks from the date written, I would have no alternative but to lodge a complaint with the consumer affairs agency or resort to the press for public coverage of this matter.

You can contact me on my home telephone number 592-267-7689 between the hours of 15:00-17:00 hours, my work telephone number 592-223-9456 or my cellular number 592-600-1256 or you can email me at [MarthaStewart\\_1978@gmail.com](mailto:MarthaStewart_1978@gmail.com).

In the interest of good relations I sincerely hope that this matter would not take an unfortunate turn.

Yours respectfully,

*Martha Stewart*

Martha Stewart

Customer

592-600-1256

Directions: For each stimulus provided write a letter of complaint 200-250 words in length.

Questions:

1. Write a Letter of Complaint to your head teacher informing him/her of the expired products being sold by your school's canteen staff.

### **Homework:**

2. Write a Letter of Complaint to the Hon. Minister of Education airing the disadvantages of on-line school. (Provide suitable alternatives in your letter)

**OR**

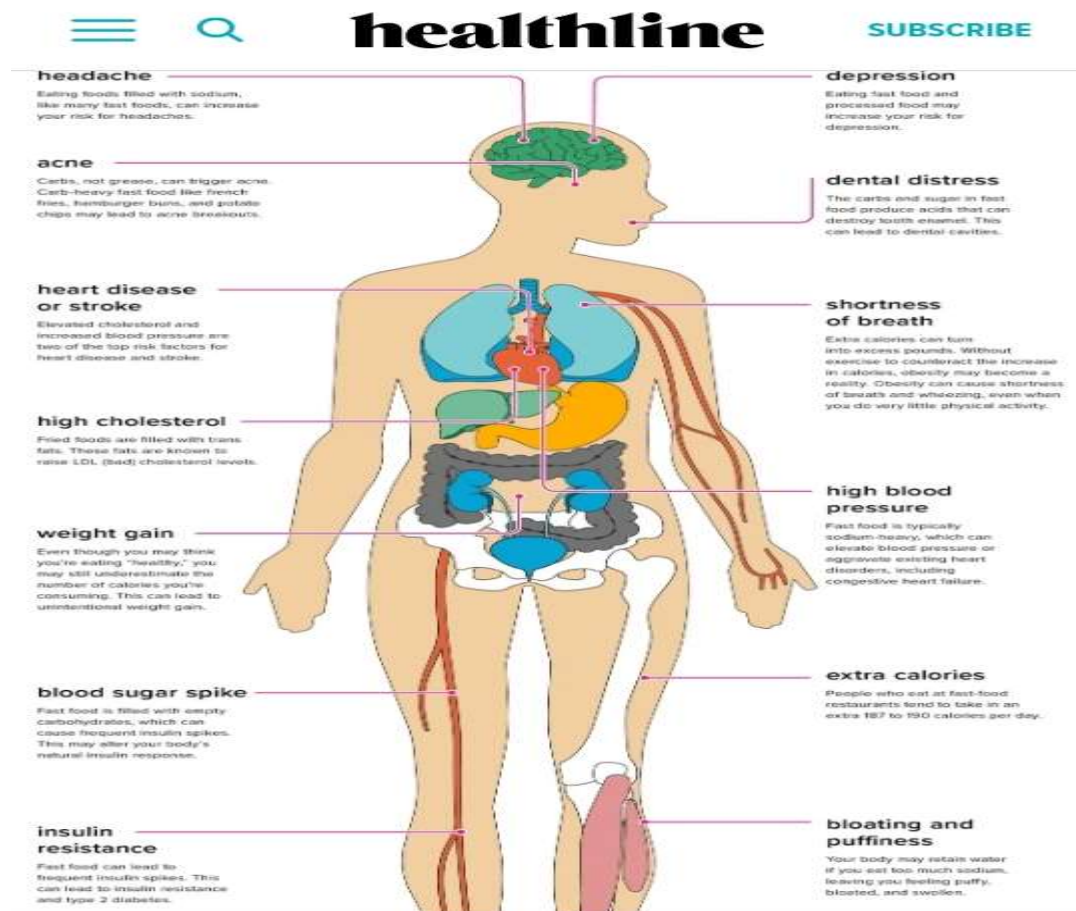
3. Write a Letter of Complaint to the Public Relations Manager of Guyana Power and Light airing your dissatisfaction due to the recent surge in power outages that has plagued your community. (Be sure to include how it affects your business, studies or household appliances/food items)

## WEEK 5

### Answer Sheet

#### Comprehension

1. The Thomson's have 3 children.
2. Mrs. Thomson orders the food each day. OR The mother orders the food each day.
3. The Thomson's should be worried about their eating as it is dangerous to their health. They can develop serious/fatal health complications/sicknesses/diseases. Example, diabetes which affects both adults and children.
4. Diabetes, High cholesterol, High Blood Pressure, Slow metabolism, Heart diseases, Obesity, Weakened Immune System etc.
5. High Metabolism, Healthy weight, Improve Memory etc.
6. One other way to improve their health is through daily exercise.
7. Student's choice
8. Student's choice
9. Sample below



## Conjunctions

Coordinating Conjunctions:

5. Before the Christmas holidays, Rachael **and** Rebekah put up the Christmas tree in the family room. (word with word)
6. Jennifer cooked our favourite meal for dinner **but** it turned out to be a disaster. (Clause with clause)
7. Chadwick suggested Jerked Beef **or** Curried Chicken for dinner. (phrase with phrase)
8. Student's response (sentence with sentence)

Sentence Completion:

1. Or
2. But
3. So
4. Yet
5. Nor

Subordinate Conjunctions:

Maze:

My teacher talks **while** I listen. The phone rang **before** being answered. Venus is hot **because** it is near the sun. The tortoise was slow **but** he still beat the rabbit. Clouds can't form **unless** water evaporates. Ducks fly **unless** they feel like walking. The volcano erupted **and** it let off steam.

Sentence Identification:

1. Coordinate
2. Subordinate
3. Subordinate
4. Subordinate
5. Coordinate
6. Subordinate
7. Coordinate
8. Subordinate
9. Coordinate
10. Subordinate