

Feel Free Travel

253B Delaware Buildings

Portree

Dear Sir/Madam,

I'm writing to express my dissatisfaction at the service I received on my holiday with Feel Free Travel. My friend and I went on the 8-day tour of Greece, reference GR36A, from the 5th to the 13th of August and we were extremely disappointed with the accommodation and the food.

First of all, your brochure said that we would stay in 'clean, mid-range hotels'. However, my bedroom was dirty in the Olympia Hotel, and the Opera Hotel was in a noisy and unsafe part of town, which made me feel very anxious.

Secondly, although the brochure stated that all meals were included, I was shocked by the food that we were served at the hotel restaurant. For lunch, we were given a small, squashed sandwich and a carton of juice. To make matters worse, when we complained to the tour guide, we were told to buy more food at the supermarket.

I feel that I am entitled to a refund to compensate for this terrible service.

I look forward to hearing from you soon.

Yours faithfully,

Julie Watkins

## **How to write a complaint letter**

A complaint letter is a letter written to concerned authorities if we are not satisfied with the service provided by them. These letters are usually formal in nature.

### **Step 1: Salutation**

Dear Sir/ Madam / Manager / To whom it may concern, If you do not know the name of the person you are writing to, use this. It is always advisable to try to find out a name.

Dear Mr Jenkins, If you know the name, use the title (Mr, Mrs, Miss or Ms, Dr, etc.) and the surname only. If you are writing to a woman and do not know if she uses Mrs or Miss, you can use Ms, which is for married and single women.

You should always be polite and respectful, even if you complain. A useful way to achieve it, especially in formal letters is to use 'modal verbs', i.e., would, could or should.

### **Step 2: The Introductory Paragraph**

You should identify what the issue is and any relevant information that you believe is important. Include more details if it's applicable to the situation.

Example: I want to express my strong dissatisfaction with the service I received during a visit to your restaurant on...

### **Step 3: The next paragraphs (the body)**

You can extend your thoughts and feelings further. Yet, be sure to stick with the facts and avoid putting emotions into your letter. Include the time of the issue, location, people involved and what the problem was. Any complaint should be supported with a justification:

Complaint: I still haven't received the goods. Justification: I sent you a cheque three weeks ago.

### **Step 4: Closing paragraph**

Write how you want this problem to be solved. You can also throw in some compliments about something you liked about their company's product or service.

Yours faithfully

{Your name}

"Yours sincerely" or "Yours faithfully"?: "Yours sincerely" is typically employed in English when the recipient is addressed by name (e.g. "Dear John") and is known to the sender to some degree, whereas "Yours faithfully" is used when the recipient is not addressed by name (i.e., the recipient is addressed by a phrase such as "Dear Sir/Madam")