



Worksheet

Name :

Subject:

Writing

Class:

12th grade

Date:

WRITING | An Email of Complaint

Guidelines for Writing a Formal Email of Complaint

1. Use clauses of concession to give balance.

Use these to show understanding while making your point clear.

- Although a short delay might be acceptable, ...
- While we were extremely fortunate to catch our flight, we believe we should receive ...

2. Use passives to be less direct and more formal.

(The passive form: **be** + **past participle**)

- We were only informed of the timetable change ...
- The coach had not been properly serviced.

3. Remain polite and be assertive but not aggressive.

Keep your tone respectful but confident.

- I would like to emphasise that treatment such as this cannot be tolerated.
- I would like to express, in the strongest terms, how deeply disappointed we were.

4. Use emphasis to strengthen your position.

Add focus or intensity to your point.

- Never have I experienced such discomfort.
- What was, in my view, completely inexcusable, was that at no time were we ...

5. Use initial comment adverbs (for tone and organisation).

These make your writing sound more logical and professional.

- **Ultimately**, the fault lies with the supplier.
- **Obviously**, we hope that this issue will be resolved promptly.

Tips for success:

- Keep your email clear and well-structured.
- Begin with a short introduction explaining the problem.
- Provide details politely and factually.
- End with a clear request or expectation for action.

Task: Write a formal **email of complaint** (120–150 words) following the guidelines above.

Situation:

You recently stayed at a hotel during your school trip. Unfortunately, your experience was disappointing — the room was dirty, the air conditioning didn't work, and the staff were unhelpful. Write an email to the hotel manager explaining what happened and what you would like them to do about it.

Structure your email:

1. Opening:

- *State the purpose of your email clearly.*
- *Mention when and where the problem occurred.*

2. Main Body:

- *Describe what went wrong (facts, not emotions).*
- *Use passive voice and clauses of concession where possible.*

3. Closing:

- *State what action you expect (refund, apology, etc.).*
- *End politely and formally.*

Haneen Mazahreh

Subject: _____

Dear Sir/Madam,

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Haneen Mazahreh