

CAE/CPE – Letter of Complaint

Task

You recently took a self-catering holiday in a luxury apartment, but the standard of the accommodation was very poor. The holiday company that you booked with has offered you some vouchers as compensation, but you have decided you would prefer a cash refund instead, since you have no intention of using the company again. Write a letter to the company outlining the problems you experienced with the accommodation and the action you want them to take.

(CAE 220-260 words - CPE 280-320 words)

Opening

- Dear Sir or Madam, / To whom it may concern,
- I am writing to express my disappointment with/dissatisfaction with the service I received in...
- I would like to lodge a formal complaint against your company for the reasons outlined below:
- I feel compelled to write to you in order to describe the

Listing Problems

- First of all,
- **Not only was** there a hair in my wife's soup, **but** the main course **also** arrived cold.
- On top of that...
- As if that was not enough...
- To top it all off...
- The straw that broke the camel's back was...

Complaining Expressions

- The standard of the... was not up to scratch.
- The... was not up to the expected standard.
- The... left a lot to be desired.
- The... failed to live up to our expectations.
- We were left bitterly disappointed by...
- The quality of the customer service we received was woefully inadequate.
- The... was an absolute disgrace. (v.strong)

- Overall, our visit to your (restaurant/ hotel etc) was an unmitigated disaster from start to finish.

Requesting Action

- It seems only fair that you should... (offer a full refund)
- I would appreciate it if you...
- I would be grateful if you...
- Should these demands not be met, you will be hearing from my lawyers.
- I expect to receive compensation to the tune of (€2000) for the...

Making Recommendations

- I strongly recommend that your organisation...
- It would be advisable to...
- I suggest re-evaluating your procedures regarding...

Sign off

- I look forward to receiving your reply.
- I expect to receive a prompt reply to this letter.
- Yours faithfully,