

U.S. GOVERNMENT/CITIZENSHIP

Partners:

Period:

Complaint Letter Criteria	Points	Comments
Letter argues effectively for change using the "7-section template" of the Dec. of Independence in the correct order		M = Missing R = Needs Revision
Purpose for Writing (be sure to ask for help)	/3	
Justification Why Complaints Should Be Taken Seriously	/5	
Specific Complaints (at least 3)	/5	
Previous Attempts to Resolve the Problem	/3	
Desired Action Steps (4-5 requirements from our Class Constitution to replace unfair class policies)	/10	
Pledge to Follow Through (nicely "threaten" further action if the problem isn't solved)	/3	
Signatures	/1	
Evidence that both partners wrote the letter	/5	
TOTAL	/35	

How to Write a Letter of Complaint

Salutation: Address the letter to the person who can solve your problem: Dear Ms. _____:

Tone: Sound business-like, not angry. Be concise and logical, not emotional.

Format: Use a standard business letter format, with a short paragraph for each section.

1. **State your *PURPOSE* to ask for help in solving your problem—**

“I am writing to ask for your help in resolving an unpleasant experience I had while dining at your restaurant, Soups R Us!”

2. **Explain the *JUSTIFICATION* of why it is important to you and the recipient to solve the problem—**

“Because I frequently dine at Soups R Us! I have come to expect the excellent soup and service you usually provide. I also know, from your TV commercials, that customer satisfaction is important to you.”

3. **List your *SPECIFIC COMPLAINTS*, along with details to prove your claim—**

“On Friday, March 31, at approximately 6 p.m., I was seated. At 6:30, my server, Bernard, finally took my order. At 7 p.m., my soup was finally served. When I asked Bernard what a fly was doing in my soup, he just shrugged and said, ‘Looks like he’s doing the backstroke.’”

4. **Tell about your *PREVIOUS ATTEMPTS TO SOLVE THE PROBLEM*—**

“When I reported this to the manager, he said he would not be able to replace the soup because the fly had not eaten much.”

5. **State what *DESIRED ACTION STEPS* the reader should take to correct the situation—**

“At a minimum, I would like a refund for the cost of my soup. I also would appreciate a complimentary bowl of fly-free soup and fly-swatter, please.”

6. ***PLEDGE TO FOLLOW THROUGH*—if the reader does not correct the situation (threaten further action, *NICELY!*)—**

“I sincerely hope that you will stand by your excellent reputation on yelp.com, so that I may continue to spend my dining dollars at Soups R Us! I would also hate to have to ‘unfriend’ you and Bernard on Facebook.”

7. ***SIGN* your name—**“Sincerely, (your name)”