Complaint Letter

Envelope

Think of a recent visit to a business of your choice in which you were dissatisfied. (or satisfied) Then you will have to find the correct corporate address to send your inquiry too. Next, you will have to compose a letter to the appropriate person.

First Paragraph

Introduce yourself and describe the history that you have with the company and/or product.

Second Paragraph

Take some time to think about your decision making process and what happened when you visited the store. Take the reader through the entire process of your visit. Explain, in detail, what happened and when it happened. Be sure to go in chronological order.

Third Paragraph

Express your dissatisfaction (or satisfaction) with the product or service. Then express what your intentions/expectations to resolve this issue.

These letters will be mailed, so **you will need the corporate address printed on a stamped envelope.**

Print ENVELOPE and LETTER to HP COLOR

TURN IN your letter to the GOOGLE CLASSROOM

A sample letter is on the next page

(Date)

Jim Smith
ABC Company
123 Main Street
New York City, NY 12345

Dear Mr. Smith:

I have been a pleased customer with your ABC Friendly Mart for seven years. On my most recent visit, June 1, 2017 at 2 PM, I received poor service that I felt I should bring to your attention.

I was in the store to purchase a small bag of chips and a small fountain soda. When I got into the checkout lane, the cashier, who was wearing a nametag that read "Jane" told me that I would have to wait for a few minutes until her freshly painted fingernails had dried before she could ring me up. She was also on the phone talking to a friend during this time. After ten minutes she got off the phone and proceeded to ring me up. Imagine my surprise when my bag of chips and small drink totaled $7.98. I told her that I thought there must be some sort of error. She proceeded to tell me that she didn't set the prices and that if I didn't like the prices that I should shop elsewhere. Needless to say, I went across the street to the XYZ Quick Shop for my purchase.

I was extremely disappointed with the service I received that day. If you would please address this issue with your cashiers, I would greatly appreciate it. I enjoy shopping at your store, however if I receive this type of treatment again, I will take my business elsewhere.

Thank you for your cooperation on this matter.

Sincerely,

(Your Name)
999 End Road
New York City, NY 12345
Phone: (800) 122-3345
Email: jdoe@abc.com