Additional Structure Example – Formal Letter Writing

**Learning Objective:**

To be able to write a formal letter of complaint

**Success Criteria:**

1. the letter follows the layout of a formal letter as shown in the example attached
2. the first paragraph contains at least 3 sentences outlining your concerns
3. the middle section contains a short narrative about your experience, and outlines the reasons and evidence you have for your complaint
4. the final paragraph outlines what you expect as a result of your complaint
5. correct grammar, punctuation and formal language is used throughout

## **Suggested activities and time allocated:**

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| **Suggested Activity** | **Time allocated** | **When and where** |
| Review the suggested letter content (below), and check you understand | 20 mins | Class (23rd June) |
| Create a content plan using the following suggestion:  First section – my concerns  Middle section – what happened and the evidence for your complaint  Last Section – what outcome you expect | 1 hour | Class (23rd June)  Homework (to be completed by 27th June) |
| Write a first draft of your letter | 1 hour | Class (27th June) |
| Evaluate your draft against your success criteria | 20 mins | Class (30th June) |
| If you notice that your letter does not meet some or all of the success criteria - amend your draft so that all success criteria are met | 40 minutes | Class (30th June) |
| Submit to teacher for marking | N/A | Class 30th June |

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| **Reasons for Your Complaint – Content ideas**  You may choose your own example if you prefer *Example 1 - Restaurant:*  * You are writing to complain about poor service at a restaurant * You attended a restaurant with your family to celebrate a special occasion * You waited an hour between ordering food and the food arriving * The food was cold when it arrived and so you did not enjoy it * You want the restaurant to refund the cost of the meal to you   *Example 2 - Online Purchase:*   * You are writing to complain about goods (such as a computer game, clothes or stationary items) you have ordered were damaged when they arrived * You ordered goods from a website * You paid for the goods when you ordered them * When the goods arrived they were damaged * You phoned the company on 2 occasions and staff were rude to you * You would like a refund |

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| **Additional Information – How You Will Know When You Have Completed the Task** | **(✓)** |
| Your letter is between 1 and 2 pages long |  |
| Your letter contains all the elements outlined in the success criteria |  |
| Your letter is neatly presented |  |