

AECS – ANUPURAM

COMPLAINT LETTER

MODULE 2 OF 2

Recap:

Tips for Complaint Letter Writing

- i. Although the motive of the complaint letter is to vent out your grievance and frustration, it is imperative that you use a tone that is polite and simple. Try to be formal and avoid using offensive and disrespectful words.
- ii. Make sure that you introduce yourself properly.
- iii. The purpose of writing should be loud and clear.
- iv. Do not deviate from the topic and write to-the-point.
- v. Make sure you adhere to the format as it carries marks.
- vi. Underline the subject of the letter with a pencil. Also, underlining the main points is very important, but it is advisable that you do it after finishing your exam. Use a pencil and scale for underlining.
- vii. Make sure you double-check for grammatical accuracy and spellings. They carry marks.
- viii. Leave an adequate number of lines between paragraphs to make it look clean.
- ix. The presentation is very important.
- x. Read a lot of letters to get an idea.

Sample letter of complaint 1:

Last month you purchased a TV set from Ram Electronics, Pushp Vihar, Ambala. It is not working properly (imagine a few defects). Write a letter of complaint in 120-150 words to the Manager asking for repair or replacement. You are Amar/Amrita, M 114 Model Town, Ambala.

Answer:

M 114, Model Town
Ambala
16thjanuary, 20xx
The Manager
Ram Electronics
Pushp Vihar
Ambala

Subject: Complaint against the faulty TV set

Sir,

I had purchased a TV set from your showroom vide Bill no. 2743 on 22nd December, 20xx. Not even a month has passed that it has started giving us trouble and is not working properly.

While purchasing this LED TV which has the code 406 75 MT 42, I was assured it was the latest and the best model. But I have discovered that this is not true. The picture quality is blurred and the buttons on the remote control are also not working properly. I hereby request you to either ensure that these defects are rectified to our satisfaction or otherwise please replace this faulty TV set.

Ram Electronics enjoys a good reputation in the market, so I hope you will attend to my complaint at the earliest so that I am not further inconvenienced.

Your sincerely
Amar

Sample letter of complaint 2:

As owner of a stationery shop you received 20,000 notebooks of poor quality. Write a letter of complaint in 120-150 words to Mr. Khanna, proprietor of Green Glades Books Ambala rejecting the supply. Give reasons as to why you are returning the books. Ask him to take away the notebooks at his own cost. You are Ram Kumar, Sunrise Book Store, Patiala.

Answer:

Sunrise Book Store
Patiala
22nd December, 20xx
Mr. Khanna,
Proprietor Green Glades Books
Ambala

Subject: Letter of complaint against poor quality of notebooks

Sir,

I am the owner of Sunrise Book Store, a stationery shop in Patiala. We have received a supply of 20,000 notebooks from your end on 21st December against our Order no. 2051.

I regret to state that the notebooks received by us are of very poor quality. The pages are rough and torn and the quality of printing is also very poor. We are rejecting the supply of these notebooks and returning them. The freight for return of these notebooks will also be borne by you.

We hope you will arrange for the notebooks to be taken away latest within a week of receiving this letter to ensure that our future business relations with you are not adversely affected. Hoping to receive a positive response from your end at the earliest.

Yours sincerely
Ram Kumar

Sample letter of complaint 3:

You are Shekhar/Shweta of 4, Balaji Road Kurnool, You bought LED lights (2 wall lights, 4 mirror lights and a panel light) from Indigo Lights a month ago. Many of the lights got fused within a month though the guarantee period is a year. Write a letter of complaint in 120-150 words to the Manager, Indigo Lights, Kurnool about your grievance asking him to do the needful immediately.

Answer:

4, Balaji Road
Kurnool
17th January, 20xx
The Manager
Indigo Lights
Kurnool

Subject: Complaint against faulty LED lights

Sir,

I had bought LED lights which include 2 wall lights, 4 mirror lights and a panel light from your showroom vide bill no. 1229 on 22nd December, 20xx. These lights were working satisfactorily till the last week after which one by one five of the lights got fused, that too within a month of buying them. The guarantee period for each light is one year as mentioned on the Bill. It is my request to you to replace these faulty lights at the earliest.

'Indigo Lights' enjoys a good reputation and has earned goodwill in the market, so I expect you to do the needful, keeping in mind the reputation of your showroom.

Yours sincerely
Shekhar

Sample letter of complaint 4:

The drinking water supplied to your locality 84 ,Anandlok Colony, Kanpur has a dirty colour and foul smell. As secretary of the Residents Welfare Association, write a letter in 120-150 words to the Chief Engineer, Water Authority, Kanpur complaining about the problem and requesting him to take necessary action at the earliest.

Answer:

Anand Lok Colony

Kanpur

29th july, 20xx

Chief Engineer Water Authority, Kanpur

Subject: Complaint against dirty colour and foul smell of drinking water.

Sir,

In the capacity of the Secretary of the Residents' Welfare Association, I would like to draw your attention to the dirty colour and foul smell of drinking water that is being supplied to our locality, Anandlok Colony.

Since the past three weeks the drinking water that is being supplied to our colony is very dirty and has a foul smell. It is not even suitable for cleaning and washing purpose. We have been buying drinking water and paying water tankers to supply water to us for three weeks now. Despite repeated complaints to the Water Authority no action has been taken so far. This problem has become a serious issue which is bound to take a toll on our health and our pockets. I hope you will consider this problem seriously and give it top priority.

We request you to take strict and immediate action in this matter and hope to get a favourable response from your end at the earliest.

Yours sincerely

ABC

[Secretary, Residents Welfare Association

End of Module 2 of 2

Thank you