

# 25

## Complaint Letter

### New Skills

1. Write an effective letter of complaint in a modified block style format.

### Activity Overview

Unfortunately, we will all receive poor service or encounter a bad product in our lives. Most businesses and manufacturers want to know when you are unhappy, and a letter of complaint is a great way to communicate your dissatisfaction.

In this activity, you will write and format a complaint letter after reading a case scenario.

### Instructions

1. Before beginning any work on the computer, read the case study "The Never-Ending Flight/Fight" provided in Figure 25-1.
2. Open a NEW document in Word.  
★ *Unless otherwise stated, the font should be 12 point Times New Roman.*
3. Set the page margins as follows: Top to 2", Left, Right, and Bottom to 1".
4. Set a left aligned tab at 3.25".
5. Insert a header that includes the activity number and title left aligned, and your name right aligned. Type the header in all caps.
6. Using a modified block style letter format, compose a complaint letter responding to the scenario presented in the case study in Figure 25-1. Follow the guidelines provided below when preparing the complaint letter.
  - a. Type your home address as the return address, the current date for the date, and your full name for the sender's name.
  - b. Paragraph 1 should state when and where you received the poor service.
  - c. Paragraph 2 should include why you are not satisfied with the service. Include what your expectations were and give details as to why those were not met.
  - d. Paragraph 3 should explain how you would like the matter resolved. State your expectations of whether you would like a refund or a new service to fix the problem.
  - e. Paragraph 4 should conclude by stating how you may be contacted and a time frame as to when you expect a response.★ *Note: Refer to Activity 23 if you need assistance with how to format a modified block style letter.*
7. Carefully proofread the document for spelling, grammar, and accuracy.
8. Save the document as COMPLAINT.
9. Print the document if required by your instructor.
10. Using a blue or black pen, sign your name in the signature block of the letter.

NEW SKILL



## Complaint Letter

FIGURE 25-1 Read the case study below assuming that you are one of the persons that went on the trip.

### *The Never-Ending Flight/Fight*

*You and a few friends had been planning and saving for a vacation for quite some time. You'd been talking about it since your junior year of high school. When you graduate, you planned to take a once-in-a-lifetime, week-long trip to Europe. That day finally arrived. You packed, gathered your passports and necessary paperwork, and headed to the airport. As the new rules state, you need to arrive at the airport a minimum of two hours before departure. You all arrived early, checked in your luggage, went through security, and sat at the gate waiting for your flight.*

*That's when it all began. You were due to depart at 6 a.m. The first announcement came over the loud speaker saying there would be a short delay. The plane coming in from another airport had mechanical problems and the departure would be about an hour late. Well, one hour passed and you were still not in the air. You and your friends heard another announcement stating that the flight would now be delayed another four hours due to scheduling conflicts. So once again you waited.*

*Finally, the plane arrived. You boarded and departed six hours past your originally scheduled time. The flight was flawless and you arrived at your destination. Unfortunately, when you went to retrieve your luggage, you found that it had not arrived. You went to customer service only to find out that your luggage had been sent to Switzerland. Of course, they apologized and told you it would be delivered to your hotel as soon as possible, but that didn't help the situation. All of your clothes, shoes, and personal items were packed in your luggage. You all decided to grab a taxi cab and at least get to the hotel to try to unwind and figure out a plan. You arrived at the hotel and found out that your room had been given to someone else because you were late and, with all the confusion, no one remembered to call and confirm. Now, you had to wait until another room was cleaned. You finally all got into your room and called the airline and found out that your luggage would not be delivered until the next day. You decided you had no choice but to go out and purchase clothes and personal items to get you through to the next day.*

*The following day, you received your luggage late in the afternoon and your once-in-a-lifetime vacation finally began. After losing a full day of sightseeing due to poor management on the part of the airline, you and your friends anxiously set about enjoying the rest of this once-in-a-lifetime trip.*

*Now that you've returned home, you decide to write the airline a complaint letter.*