

Knowledge Organiser Y11 ESOL – Complaint Letters/Formal Language – Spring 1



Section A – Key vocabulary



Section B – Complaint Letter

Section C – Useful phrases

Common Phrases

Greeting

Dear Mrs Smith, (if you know the person's name)
Dear Sir / Madam, (if you don't know the person's name)

Signing off:

Yours sincerely, (if your letter starts with Dear Mrs Smith)
Yours faithfully, (if your letter starts with Dear Sir / Madam)

Write a letter of complaint to a shop.

Dear _____ or _____

I am writing to _____

I am returning _____

I look forward _____

Yours _____

Linking:

Firstly,
 Furthermore,
 To make matters worse,
 What is more,
 In addition,
 As a result,
 Therefore,
 consequently



KEY WORD	SYNONYMS
complaint	a statement that something is unsatisfactory or unacceptable
refund	pay back (money), typically to a customer who is not satisfied with goods or services bought
compensation	something, typically money, awarded to someone in recognition of loss or injury
recipient	a person or thing that receives or is awarded something
unsatisfied	Not satisfied, not happy
thrilled	excited
faulty	not working
employer	a person or organization that employs people
employee	a person employed for wages or salary

BEGINNING: <i>Introduce the problem.</i>	MIDDLE: <i>Problem, Explain, Feelings!</i>	END: <i>Tell them what you want now.</i>
<u>Give general information</u>	<u>Introducing problems</u>	<u>Tell them what you want now</u>
I bought...	Firstly Secondly	I want you to...
(WHAT) from (WHERE)	Finally	Send me _____ or I will...
(WHEN) for (WHO)	<u>Feelings</u>	I feel _____ and I want you to...
<u>Explain the overall problem</u>	This made me feel... My son felt...	<u>ADJECTIVES</u>
I felt _____ because it was...	because, but	broken sad
		smashed upset
		cracked fed up

Word bank

Dear Sir or Madam,
 I am writing to complain about...
 I am writing to inform you that...
 This happened when.....
 In addition to this...
 Furthermore....
 I would also like to point out that...
 It is my opinion that...
 I expected/I hoped/I believed
 How would you feel if...?
 How would you respond if...?
 I would like to suggest that...
 To improve this situation, I think...
 In conclusion...
 Yours faithfully, Yours sincerely

Checklist to include:

- ✓ paragraphs
- ✓ formal language
- ✓ connectives (however, nevertheless, therefore)
- ✓ polite but firm language
- ✓ complex sentences.

Section D – Homework

1. Read/cover/write and self mark the meaning of words in Section A.
2. Read / cover and self mark the spelling of words and phrases from Section A, B and C.
3. Use your bilingual dictionary and translate all new words from Section A.
4. Write a letter to a manager to complain about a product/service you bought/received in a shop (use Section B, C)
5. Rewrite the letter from Q.4 adding the connectives listed below.

