Letter of Complaint- Useful Words and Phrases

disgusted appalled outraged

annoyed angry horrified

dismayed aghast shocked disappointed

dissatisfied demand expect concerned

insist reassured extremely incredibly unbelievably extraordinarily astonishingly exceedingly

unacceptable inconvenient incompetent

purchase item brand

expense complaint compensation

defective faulty damaged refund replacement packaging instruction booklet

full working order quality service

poor workmanship explanation

Help- line web-site advertisement

engineer resolution false claims

I am writing to complain...

The first thing I would like to draw your attention to.....

I was appalled by the standard of service I received....

I was disgusted by the shoddy workmanship....

Not only ............but also ......

I must insist that...

I expect to receive full compensation..../ cost of purchase plus travel...

I would be extremely grateful if.... I suggest that....

I propose that you replace the item..../ refund the purchase price in full....

I look forward to hearing from you...

I expect immediate steps to be taken to rectify the situation

I expect a reply within 10 working days....

Thank you for your assistance in this matter..../ cooperation

Please look into this matter and let me know the outcome without delay.

If I do not hear within ....... I shall be seeking legal advice.

Rhetorical questions

How would you feel if.....?

Can you imagine how I felt.......?

Do you think this is acceptable?

Surely you must feel responsible....?

Connectives

Firstly, secondly

Initially

In addition

Added to this

Also

What is more

Furthermore

Moreover

Finally

In conclusion