

AECS – ANUPURAM

COMPLAINT LETTER

MODULE 1 OF 2

INTRODUCTION TO LETTER WRITING

Our grandparents and great-grandparents wrote letters all the time: to their friends and families, to the bank manager, to express condolences, to complain, to invite someone to visit, to accept an invitation and to thank people for hospitality or gifts.

Nowadays, we don't need to write letters very often. Emails, Facebook, Twitter and instant messaging mean that we can stay in touch all the time. There are still, however, times when writing a letter is appropriate, and it's good to know when, and how to write one.

RECAP:

KINDS OF LETTERS

Letter-writing can be divided into two main kinds:

- (a) Formal Letters
- (b) Informal Letters

Formal Letters include business letters, applications for jobs, letters to editors, letters to Principal/Officers and letters of complaints to authorities.

Informal Letters are written to friends, relatives, acquaintances and teachers. These include private and personal matters such as condolences, congratulations, invitations, etc.

Letters of Enquiry:

A [letter](#) of enquiry asks someone for specific information. In some cases, such as a request for promotional material, the recipient will have a clear interest in responding to your letter. In other cases, such as a request for specific information on a product, the recipient may or may not be as motivated to respond quickly. Consequently, always make the tone of the letter friendly and make it easy for the recipient to identify and provide the information you need.

Format of a Letter of enquiry:

1. In the first paragraph, identify yourself and, if appropriate, your position, and your institution or firm.
2. In the second paragraph, briefly explain why you are writing and how you will use the requested information. Offer to keep the response confidential if such an offer seems reasonable.
3. List the specific information you need. You can phrase your requests as questions or as a list of specific items of information. In either case, make each item clear and discrete.
4. Conclude your letter by offering your reader some incentive for responding.

Enquiry letter is a tool of collecting information about people, products and prices. It plays vital role in making decisions relating to employment, purchase and sale of goods.

Next we will discuss complaint letters or registering complaints through letters.

A Complaint Letter is a type of letter written to address any type of wrong-doing, offense, grievance, resentment arising out of a product, service, etc.

It is used to raise your concern about unfair things and seek a productive outcome.

It is a fundamental right and duty of a citizen to seek justice arising out of any injustice, and the first step toward it is, filing a Complaint.

It inspires other troubled consumers, influences the concerned authorities to take proper action, and makes the defaulters more liable, responsible, and responsive.

It can be of the following types-

- i. Personal Complaint letter- The type of complaint letter you write on your own individual level pertaining to your individual grievances is referred to as a personal complaint letter.

- ii. Professional Complaint letter- It is the type of complaint letter that is written on behalf of the organization pertaining to issues that are affecting the organization as a whole.

LETTER OF COMPLAINT

To show dissatisfaction

The causes of complaint:

1. Wrong goods
2. Poor quality
3. Insufficient quantity
4. Damaged goods
5. Late delivery
6. Prices charged are too expensive/high
7. Non delivery
8. Etc



Complaint Letter Format

SENDER'S ADDRESS- The sender's address is usually put on the top left-hand corner of the page.

DATE- The sender's address is followed by the date just below it, i.e. on the left side of the page. This is the date at which the letter is being written. It is to be written in expanded form.

RECEIVER'S ADDRESS- Whether to write "To" above the address depends on the writer's preference. Make sure you write the title/name/position etc of the receiving official, as the first line of the address.

SALUTATIONS- This is where you greet the person you are addressing the letter to. Bear in mind that it is a formal letter, so the greeting must be respectful and not too personal. The general greetings used in formal letters are "Sir" or "Madam".

SUBJECT- Then we sum up the purpose of writing the letter in one line. This helps the receiver focus on the subject of the letter in one glance. It is important to underline the subject.

BODY- This is the main content of the letter. It is either divided into three paragraphs or two paragraphs if the letter is briefer. The tone of the content should be formal. Do not use any offensive language. Another point to be kept in mind is that the letter should be concise and to the point. And always be respectful and considerate in your language. It should include-

- i. Short introduction paragraph- Provide details about the product or service that is the subject of the complaint. Include dates, location, and the specifications about the item or service.
- ii. State the issue with item or service. Provide details as to the cause. This may include malfunction, billing issues, details that were not disclosed, etc.
- iii. Indicate how you would like them to resolve your problem. Provide specifics about what you're seeking.
- iv. Indicate you are including copies of the transaction document.
- v. Indicate you look forward to their reply within a specific time period.
- vi. Indicate that they can contact you about the issue and provide your contact details

- vii.**COMPLIMENTARY CLOSE**- At the end of your letter, we write a complimentary closing. The words “Yours Faithfully” or “Yours Sincerely” are used.
- viii.**SIGNATURE**- Here finally you sign your name. And then write your name in block letters beneath the signature followed by your designation. This is how the recipient will know who is sending the letter.

End of Module 1 of 2

Thank you