

Year 5 Letter Writing



Monday

LI: I can find the features and plan to write a letter of complaint

Purpose: There are many reasons for writing a complaint letter however, there is the common element of displeasure towards a person, service, product or situation. A complaint letter serves the purpose of making your opinion known in a **polite and non-aggressive manner**. There are certain tips to take when writing a complaint letter to avoid presenting yourself in the wrong way.

Audience: The company who have sold you the faulty product.

Look at the following letter. What features can you find in this writing?

Honeysuckle Cottage,
Bush Lane,
Little Bytham
Grantham
Lincolnshire
NG34 6DH

18th January 2020

Blue Skies Holiday Company
47, High Street,
Langfield,
Lincolnshire,
NG35 8FN

Dear Sir,

I am writing to complain about the appalling standard of service my family and I received during my recent stay at the Halton Hotel in Edinburgh during the week commencing 5th December 2019, which you booked for me.

On our arrival, there was nobody to greet us and when, after a 15 minute wait, we were finally booked in, the girl was sullen and unhelpful and made no apology for her lengthy absence from the reception desk.

Our experience went from bad to worse when we were directed to our 'family' room, only to find that, not only was the child's bed in a dangerous position next to a scorching radiator, but that the cot we had been promised for our 18 month son was not available. To add insult to injury, we were merely told to, "Stick him in your bed with you"! Needless to say, we checked out of the hotel and found ourselves alternative accommodation – after a long search.

Is this really the standard of service we should expect to receive from a '4 star' hotel?

As recompense for our dreadful experience, I would be grateful if you would refund us the cost of our stay in Edinburgh. Should you not comply with this request, I shall be seeking legal advice.

Yours faithfully,

Mrs. Marian Jarvis

Year 5 Letter Writing



Start of letter with Dear Sir/
Madam or To Whom It May
Concern

Honeysuckle Cottage,
Bush Lane,
Little Bytham
Grantham
Lincolnshire
NG34 6DH

18th January 2020

Address of where you are
writing from.

Date of when you're
writing the letter.

Blue Skies Holiday Company
47, High Street,
Langfield,
Lincolnshire,
NG35 8FN

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Yours faithfully,

Mrs. Marian Jarvis

Address of where you
are writing to.

More detailed information of
what happened.

Explain what you would like them to
do- refund money, give
compensation etc.

First paragraph explains what has
happened – where, when

Formal signing off

Can you find any formal expressions?

- To add insult to injury...
- Made no apology...
- Expect to receive ...
- Dangerous position...
- On our arrival

Etc.

Our Complaint:

Due to the lockdown, you decided to order a toy/ game from <https://www.thetoyshop.com/>
You can decide whether it was for yourself or someone else (a friend or family member) and exactly what it was that you bought, when you purchased it and how much you paid for it. You will need to plan what you are going to complain about before starting.

Year 5 Letter Writing



Planning Your Complaint:

What are you complaining about?

Why are you complaining? (Reasons and evidence)

How are you feeling about what has happened?

What would you like to happen?

Conclusion:

Example of first paragraph planning

What are you complaining about?

Ordered Guess Who – online

Wasn't delivered on time – paid extra for next day

The box was damaged

When opened, the plastic was broken

Year 5 Letter Writing



Tuesday

LI: I can write a complaint letter

Today, you will be writing your complaint letter. Follow your plan carefully. Go back to the example you looked at yesterday. You need to remember to include as many features as possible. Look at the example below. Remember although you may be angry about the product, if you are rude, the company will not reply to you!

Example of an opening of a complaint letter:

To Whom It May Concern,

I have been a loyal customer of MB Games, having bought many games and toys from your company for over 10 years and I have always been impressed with the quality of the products and the friendly customer service, which is why I decided to order online the newest version of your classic game Guess Who from thetoystore.co.uk in the hope of finding a present for my brother.

Success criteria:

- Your address top left, who your writing
- Date on right
- Dear Sir/Madam or To Whom It May Concern
- Introductory paragraph (I am writing to...)
- Formal language/ tone- polite
- Use the passive voice
- Formal conjunctions- therefore, in addition, furthermore
- Concluding paragraph
- Finish with Yours faithfully

Vocabulary/ phrases – Formal Complaint Letter

Dear Sir or Madam,

I am writing to complain about...

I am writing to tell you about...

In addition to this...

I would also like to point out that...

I expected...

I believed...

How would you feel if...?

I would like to suggest that...

In conclusion...

Faulty goods

Function

How you will rectify this problem

Can you add any of your own?

To Whom it May Concern,

I am writing to inform you that...

This happened when...

Furthermore...

It is my opinion that...

I hoped...

In addition...

How would you respond if...?

To improve this situation, I think...

Yours faithfully,

unacceptable

available

damage

Year 5 Letter Writing



Wednesday

LI: I can edit and proofread my writing

Proofreading and Editing

Like any good author, you must remember to always check your writing for any mistakes and edit it to make it even better. Brilliant writing takes time and lots of drafts!

Start by **proofreading**. This is where you are checking your writing for **spelling mistakes**, making sure your **grammar is correct** and that your **punctuation is accurate**. Your writing should be clear and easy to understand for someone else to read.

Make sure you read your writing aloud- it is much easier to hear mistakes. Ensure you read exactly what you have written, not what you think you have written!

Now it's time to **edit**.

Remember to:

- Add- extra detail- the make, description of toy etc
- Take away- cross out words/ sentences you don't think are suitable
- Replace- change words/ phrases for more formal ones
- Aloud – read it aloud. How does it sound? Is it polite yet straight to the point?

Refer back to the success criteria:

- Your address top left, who your writing
- Date on right
- Dear Sir/Madam or To Whom It May Concern
- Introductory paragraph (I am writing to...)
- Formal language/tone- polite
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- Finish with Yours faithfully

When you have done all of these, please read it to someone in your house.

What do they think? Does it sound like a diary entry? Are there any parts that are ambiguous? Refer back to the success criteria on yesterday's page.

Have they any suggestions in ways to improve it? Do you agree? Will you make those changes?

When you are happy with your changes, redraft your writing. Remember to think about your handwriting and presentation.

The Year 5 teachers are looking forward to reading your writing.

Enjoy Learning!