

## ESOL | Level 1 Letter | Planning Activity | Letter of Complaint

You receive this delivery note.

### Hanton Retail

Dear Customer,

Thank you for your order. You recently ordered a coat and a bag from us. Unfortunately, these items are now unavailable but we have sent you similar items as replacements. We should like to apologise for the delay in sending these items to you. We are sure that you will be absolutely delighted with what we have sent.

Here is our guarantee to you:

- high quality products
- the latest fashion
- comfortable fit
- easy to return unwanted items
- friendly Customer Service team
- a full refund if you are not happy with our products.

**If you have any problems with your order or the service you have received from us, please write to:**

**Hanton Retail, Customer Service, 4 Gibson Road, Hanton H15 7BL.**

Write a letter to the Customer Service team complaining about the coat, the bag and the poor service you have received from the company.

In your letter you must say why you are writing. Explain why you are unhappy with the products and why the service was bad. You should say what you would like the company to do about it.

You must use at least **one** complex sentence in your letter.

Plan your letter here:

Ensure:

- Your plan uses a recognisable format, e.g. spider diagrams, list, flow chart, drafting.
- The content of your plan is relevant to the task.

