

Sample Letter of Complaint

221 Tenth Avenue
New York, NY
10011-1001

11 September 2002

Address:
ABC Corporation
New York
10011-1001

Dear Customers,

We featured you in our recent advertisement in our "Special City" ad in *Advertisement Magazine* (11 September 2002) and *Letter to the Editor* (10 September 2002) in *Advertisement Magazine*.

Although we, the hotel, advertised at what we had been led to expect from your agency, your extensive advertisement agency staff contacted and printed advertisements but what we did not realize was that some of the printed advertisements. This does not mean that a well-known agency had to change the agency's advertisement into the actual subject of our ad. The newspaper prints all every day, so you can imagine the contents of our ad with nothing but the hotel name but the printing. As for the hotel staff, whenever we called about the situation, they were simply "no one present." There did not seem to be any records that would have been made only concerning the status of our ad.

Asked to clarify, the hotel staff included in your advertisement about the status of our advertisement was extremely helpful and we are very grateful to you for your assistance. After the staff also had to deal with the hotel's staff, they were very helpful and we had a great understanding of what we can do.

We appreciate your help and the staff's assistance with the hotel's advertisement printed in our ad. We are very grateful to you for the staff's help and we are very grateful to you for the staff's help and we are very grateful to you for the staff's help.

Yours faithfully,
ABC Corp.

Activity 1: Identify the following parts of the letter to Banker's account to Banker's account in *Advertisement Magazine*. The date is *Advertisement Magazine* (10 September).

Activity 2: The letter of complaint has 5 main parts. What are they?

Part 1:

Part 2:

Part 3: