

WRITING: Letter of Complaint *Gap Fill*

Complete the letter of complaint with the words below.

according complain enough ordered
claimed earliest help-line received

Dear Sir / Madam

I am writing to (1) about the service I (2) from your website www.books4u.co.ge. Over four months ago, I (3) a book called *The Joy of Text* (order number xxx3528WAL). You (4) that books would be delivered within ten working days, but my order has only just arrived – and it is the wrong book! My book was supposed to be about literature, but the one you sent me is more about biology!

I rang your (5) yesterday but I had to wait for over 20 minutes before anyone answered. (6) to your website, your staff are friendly and good at their jobs, but the person I spoke to told me that there was nothing she could do. When I told her it was not good (7), she hung up.

To make things worse, I see from my bank statement that you have already taken the money out of my account.

I would like you to either send me the book I originally ordered or return my money at the (8) opportunity.

Yours faithfully

Bernard Walker