

WRITING: Letter of Complaint (page 2)

Complete the letter of complaint with the words below.

amazing complete enough ordered
claimed worked help line received

Dear Sir / Madam,

I am writing to (a) _____ about the camera (b) _____ from your website (www.fishbooks.co.uk). Over four months ago, I (c) _____ a book called *The Sea of Cortez* (order number: 2231234567). You (d) _____ 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 (e) _____ yesterday but I had to wait for over 30 minutes before anyone answered. (f) _____ 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 (g) _____, 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 (h) _____ opportunity.

Yours faithfully,

Bernard Walker