

FORMAL LETTER

(Letter of complaint)

1. **Background: describes the situation.** I am writing to inform you that...
2. **Problem (cause + effect)**
3. **Solution:** I am writing to ask you.. / Could I please ask you to..
4. **Warning (optional):** I'm afraid that if these conditions are not met...
5. **Closing:** I look forward to v- ing... + Yours sincerely/ yours faithfully

NOTES:

- Letters are opened with Dear + _____. It could be:

– *Dear Sir/Madam*, ... = If we don't know the addressee

– *Dear Mr Bolton*, ... = If we do know the person's name, we write Mr / Mrs and the surname. NEVER the proper name.

- We finish the letter depending on the way we started:

– *Yours faithfully* (followed by a comma) = if we used at the beginning Dear Sir/Madam

– *Yours sincerely* (followed by a comma) = if we started with Dear + Mr / Mrs + surname

I look forward to hearing from you = It is a common way of closing a letter. You normally write this if you are waiting for an answer.

- To finish the letter, you have to sign with your name at the end.

YOU SHOULD TAKE INTO ACCOUNT:

- **Politeness:** the tone should not be aggressive or insulting.
- **'The Four Cs':** CONCISE, CLEAR, CONSTRUCTIVE AND CONSIDERATE.
- **Style:** Formal writing.