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**Open**

Read through the questions 1-10 very carefully and, in pairs, try to predict what word or words you might need to fill each gap. Now listen to the interview.

- 1 The temperature was usually around
2 The name of the ship was the
3 The cupboards in the cabins were situated
4 The nationality of the expedition leader was
5 The weather in this area is sometimes
6 Steve enjoyed seeing the different types of
7 The only people, besides tourists, in the region are working at a
8 The only evidence of the fishing industry is empty
9 The cruise ships are forbidden to get rid of in the area.
10 It's important that tourists don't disturb the

Writing to complain

Teaching the Topic

Sometimes you don't get what you want or you aren't happy with a business's response when you first complain. You might need to take things further by writing a letter or email of complaint.

The learner must be clear about what the issue is and what steps they have already taken to work out the problem. They need to be assertive in saying what they want to happen and why.

Resources

- Letters or emails received from a business.
Terms and conditions, contracts, guarantee and warranty statements that come with items bought or services used.
Complaint letter templates (for example http://advocacy.hdc.org.nz/self-advocacy/writing-a-letter-of-complaint).

Suggested activities

- Talk about what's different and what's the same in a letter of complaint and an email of complaint - elements you might leave out in an email, for example, the date and your signature.
Talk about what records might be required to support a complaint, for example, store receipt, a bill, a photograph of the item showing the problem. Talk about the importance of sending copies and keeping hold of originals.
Use a complaint letter template to practise writing a letter or email about a problem the learner has or has had in the past.

Using the Worksheet

Introductory activity: Has the learner ever written a letter or email complaining about something they weren't happy with? What did they say in their letter? What happened in response?

This activity uses a letter of complaint to a power company. The learner reads each question and finds the answer. They write the number of the question at the end of the line.

Main learning points

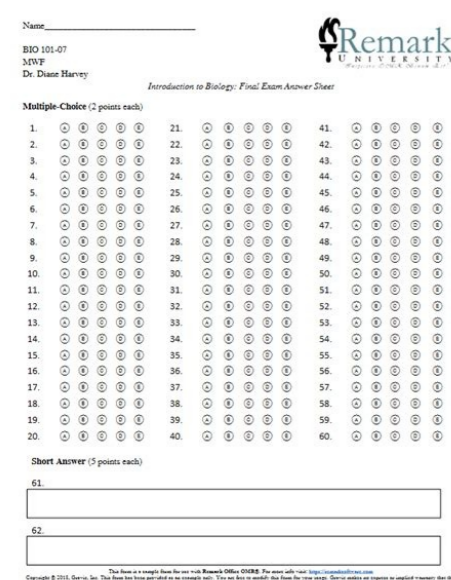
- Find the common elements of a written complaint.
A complaint letter or email needs to be short and to the point.
They need to stick to the facts - what their complaint is, how this has come about, what they have done about it, what response they got, what information they can provide in support of their complaint, what they want to happen next.

Language

- How to start a letter or email - Dear Sir/Madam, Dear Mrs X, Dear Mr Y, Dear Ms Z, To whom it may concern.
How to end a letter or email - Yours sincerely, Yours faithfully, Regards, I look forward to your response.
Complaints - There is a mistake in this bill. This is not what I ordered. I dispute this charge because... I was disappointed with... This item is faulty. The advice I was given was incorrect.
Supporting information provided - receipt, credit card statement, proof of purchase, guarantee.
What do you want to happen? - I expect you to... I would be happy if... I would like...

The language of complaint

www.complaintline.org.nz



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