

LETTERS OF COMPLAINT

1st paragraph: Brief introduction to the existence of trouble:	<i>I am writing...</i>	<i>concerning a number of problems occurred during... to lodge a number of complaints about... to show my indignation before the trouble encountered during...</i>	<i>our trip to xxxx... a package holiday in xxxx...</i>	<i>from ... to ...</i>	<i>...which we booked with you. ... that you organized.</i>
			<i>...a stay at your hotel...</i>	<i>from ... to ...</i>	
2nd paragraph:	<i>* Introduction: admit that not everything was wrong.</i>	<i>Although the general standard of the product was good / acceptable... Although everything happened more or less as arranged / as described in your leaflet...</i>			
	<i>* Continuation: list problems:</i>	<i>...there are a number of details / problems / points I would like to complain about.</i>	<i>Firstly... . Also... . Finally / To top it all...</i>	<i>... I am sorry to tell you that... ... it is with great regret that I have to tell you that...</i>	
3rd paragraph: suggest possible solutions (and make threats if required)	<i>Therefore, Due to all the trouble encountered,</i>	<i>I believe that...</i>	<i>...we are entitled to some kind of compensation. ...we should be reimbursed for part of the costs. ...some kind of action for your part is required. ...you should take steps to prevent this situation / situations like these from arising in the future.</i>		
	<i>Otherwise...</i>	<i>...we shall put the matter in the hands of our solicitors ...we shall be forced to contact the authorities concerned ...we will have to refrain from working with you in the future.</i>			

DEALING WITH COMPLAINTS

* **VERY IMPORTANT:** Decide, before you write the letter, if the complaint is wholly or partly justified or not; if so, decide whether you are going to merely apologize, give excuses or offer some kind of compensation.

If something is not attributable to you, say so, while expressing sympathy (*I can understand...*). Do not be rude.

1st paragraph:	Thank for previous letter	<i>Thank you for your letter of ... (date)</i>	<i>... which we received (yesterday, this morning)</i>	
	Make general apology.	<i>I was sorry to hear that you suffered a number of inconveniences during your</i>		<i>trip / flight to... stay / holiday at...</i>
<i>I am writing to apologize for all the inconveniences that arose during..</i>		<i>your your customers' ...</i>		
2nd paragraph:	Make specific apology and reply to each complaint separately.	<i>I would like you to accept our apologies for (the lack of... the poor standard in...)</i>		
		<i>Concerning xxxxxxxx, With reference to xxxxxx, Regarding xxxxxx,</i>	<i>...we would like to explain that... ... we must say that...</i>	<i>... I am sorry to tell you that... ... it is with great regret that I have to tell you that...</i>
	Do not accept responsibility...	<i>if <u>you</u> are not responsible for it</i>	<i>While we understand that... was inconvenient / not to your satisfaction,</i>	<i>we must remind you that... we must tell you that we are not responsible for...</i>
		<i>....if something is not clear or sounds false; plead ignorance and gain time until you find out</i>	<i>Regarding..., I was surprised to hear that...; we are looking into the matter and hope to give you an explanation as soon as we find out what happened.</i>	
3rd	offer some kind	<i>As a sign of our concern,</i>		<i>we would like you to accept...</i>

paragraph:	of compensation (if applicable)	<i>Although it is difficult to compensate you for the inconveniences suffered,</i>	<i>we would like to offer...</i>
4th paragraph:	Repeat apology and promise it will not happen again.	<i>We would like to apologize again, and can assure you that such situations will not occur in the future. We have detected the problem, and have taken immediate action to ensure it does not happen again.</i>	