Write a Complaint Letter

B2 · Writing · WORKSHEET

Name: _____ Date: _____

1. Choose the best answer.

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1. Which phrase opens a formal complaint?
   Choices: I am writing to complain about… / Hey, listen, / You are terrible.

   Answer: _____

2. Which phrase asks for action politely?
   Choices: I would appreciate a full refund. / Give me my money now. / I want it, okay?

   Answer: _____

3. Which phrase closes a formal letter?
   Choices: I look forward to hearing from you. / See you later! / Bye bye.

   Answer: _____

4. Which sentence explains an effect?
   Choices: As a result, I couldn’t use it. / It is red. / I like shopping.

   Answer: _____

2. Complete the sentence.

Write one or two words.

1. I am ___ to complain about the service.

2. The package arrived ___ . (broken)

3. I would ___ a full refund.

4. I look ___ to hearing from you.

3. Your turn.

Write your own answers.

1. Write the opening sentence of a complaint about a delayed delivery.

3. Your turn. (continued)

2. Write two sentences describing the problem and its effect.

3. Write what you want and a formal closing.