Letters of Complaint
Useful Phrases and Vocabulary

Even when you complain about someone being rude, or has done something you consider wrong or unpleasant to you, you shouldn’t be rude in return! Be criticizing but polite!
Here are some useful phrases you can use to be polite:

Phrases:
- I am writing in connection with…
- I am very disappointed because…
- Unfortunately, your product (service) was…
- I hope that we can overcome this difficulty…
- I would be grateful if you could…
- I am sorry to have to inform you that…
- On using this product I discovered… faults…
- I look forward to…
- I wish to complain about…
- According to…, but…
- Despite my request for…
- …is not what I expected
- I am particularly unhappy about…
- What would suit me best is…

Use of However, But and Although – a Review
However, but and although are very similar in meaning, but their grammar is different. But and although connect two parts of the same sentence. Although sometimes comes at the start of the sentence. However usually starts a new sentence and is followed by a comma.
Ex.
1. You can call the Cable Company 24 hours a day, but it takes them a long time to answer.
2. Although you can call the Cable Company 24 hours a day, it takes them a long time to answer.
3. You can phone the Cable Company 24 hours a day. However, it takes them a long time to answer.

Vocabulary
- a recalled product: a defective product that is taken off the market
- malfunctions: failures in operation
- faulty: defective
- apology: an admission of error or discourtesy accompanied by an expression of regret e.g. public apology
- annoyance: Being bothered by something or someone e.g. She expressed annoyance at the slow service
- dissatisfaction: a feeling of unhappiness or disapproval, e.g. She expressed her dissatisfaction with the service
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- **satisfaction**: a happy or pleased feeling because of something that you did or something that happened to you
- **attitude**: the way you think and feel about someone or something
- **quality**: how good or bad something is
- **to portray**: to describe (someone or something) in a particular way
- **incompetence**: lack of the ability to do something well
- **to attend to**: to give needed help or attention to (someone or something)
- **severe**: very bad, serious, or unpleasant
- **to compensate**: to give money or something else of value to (someone) in return for something
- **to demand**: to require (something)
- **hazardous**: dangerous
- **a lawn mower**: a machine used for cutting the grass on lawns
- **assembly**: the act of connecting together the parts of something (such as a machine)
- **to chuckle**: to laugh in a quiet way
- **a welded edge**: to join pieces of metal together by heating the edges until they begin to melt and then pressing them together
- **a coupler**: something combined with something else
- **to misuse**: to use (something) incorrectly
- **hassle**: to bother or annoy (someone) constantly or repeatedly