



Y6 Autumn 1.1

## Write to persuade: Letter of complaint



**Purpose:** To persuade the reader to do something



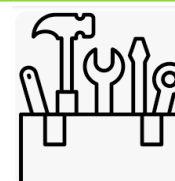
### Key features

#### Structural:

- Introduction to set out why you are writing
- Paragraphs which each make a point and then elaborate to give detail
- Conclusion to summarise what you are unhappy about and what you want to be done

#### Language:

- Present tense: *I am writing*
- Adverbials of time: *Furthermore*
- Persuasive devices:
  - Rhetorical questions: *What happened to the customer is always right?*
  - Emotive language: *absolutely dreadful*
  - Turning opinion into truth: *the service was a joke*



### Writer's toolbox

#### Adverbials of time:

- |                |                |
|----------------|----------------|
| Firstly...     | In addition... |
| Furthermore... | Moreover...    |
| Finally...     | To conclude... |

#### Alan Peat:

- 'Irony' sentences
- Our 'holiday of a lifetime' was in fact, our worst nightmare.

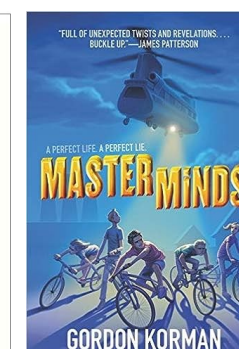
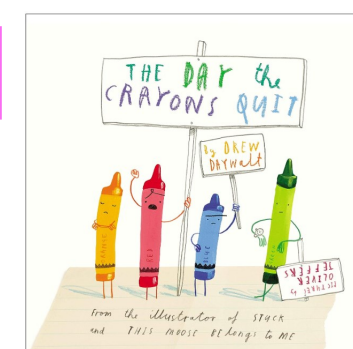
#### Punctuation:

- Remember to use brackets for parenthesis
- Try and use a semi-colon to mark independent clauses

#### Vocabulary:

- |                  |            |
|------------------|------------|
| Complaint        | Frustrated |
| Abysmal          | Occasion   |
| Utterly shocking | Appalled   |

### Recommended reads



38 Seddon Court  
Livedon  
LV23 7HG

Sunshine Holidays Ltd  
Sheffield  
S2 7AR

Dear Sir,

I am writing to make a formal complaint following our two week holiday to Majorca. I cannot stress just how awful our experience was from start to finish.

Firstly, the hotel was absolutely dreadful. When we walked through the entrance, I honestly thought that someone was playing a terrible joke. There were piles of rubbish everywhere; the doors were hanging off the hinges and it looked like it had not been decorated for at least 50 years. Surely you can appreciate how frustrated I feel considering the price we paid (which was not cheap!)

Furthermore, the food was abysmal. If the dish was meant to be cold, it was lukewarm and if it was meant to be hot, it was stone cold. When something ran out, it took forever to be replenished, resulting in huge queues that stretched all the way to the lobby. Most evenings there were not enough forks and there was one occasion where my daughter had to eat her yoghurt with her fingers because there were no spoons to be found. My husband also swears that he saw a rat run underneath the salad bar – utterly shocking!

Finally, the service was a joke. The staff were never around and when you could find someone, they were downright rude. When I tried to report some of my concerns to the manager, he shrugged and suggested that I check into a different hotel if I wasn't happy. What happened to 'the customer is always right?'

To conclude, I am shocked and appalled at just how horrific our experience was. Our 'holiday of a lifetime' was in fact, our worst nightmare. I expect a full refund, a written apology and compensation to the sum of £1,000.

Yours faithfully,  
Mrs Sally Neal