

Activity 17: Answering a customer complaint

Mrs Norma Swift
11 Ashurst Road
Lanshire
LS27 9BQ

ABC Repairs
27 High Street
Lanshire
LS14 9AJ
(Insert today's date)

Dear Sir/Madam

I am writing to complain about the poor service I received from your company at my home yesterday. Your engineer was one hour late for the appointment and did not apologise, saying the roads were busy.

Your engineer did not remove muddy shoes upon entering my house, and left a trail of mud in my hallway. I have now had to pay to have the carpet cleaned. Also, they did not have the part that was needed to fix the machine. They have now said I have to wait four weeks for delivery and book another visit to have it fixed!

I am very annoyed that I wasted a morning (and took half a day off work) waiting for your engineer to arrive.

I have been a customer with you for ten years and have never had a problem before. I want to know what you are going to do and how you will prevent the same situation happening in the future.

I look forward to hearing from you.

Yours faithfully

Norma Swift

Mrs Norma Swift