

IELTS TASK 1

Complaints Letter Sample

You have bought a new camera but when you got it home you found it had some problems. You returned the camera and spoke to the company representative a week ago but the camera has still not been repaired.

Write a letter to the company.

In your letter:

- Introduce yourself
- Explain the situation
- Say what action you would like the company to take

Write at least 150 words

You do **NOT** need to write any addresses

Begin your letter as follows:

Dear.....,

Dear Sir / Madam,

My name is Mark Roberts and **I am writing to you regarding** a Nokia camera that I bought at your department store on Sunhill Road, Dewsbury, on the 5th September.

The camera seemed to work fine in the shop. However, upon returning home, it became clear that the shutter mechanism was not functioning properly. **In addition to this**, there was a small scratch on the lens.

I therefore returned to the shop the following day, on the 6th September, and spoke to a company representative about the issue. I left the camera with the assistant and they assured me that they

would look into the problem with a view to repairing the camera and get back to me a few days later.

However, it has now been one week and when I contacted the shop again they said that the camera has still not been fixed and they do not know how long it will be.

As I am sure you will understand, **it is not acceptable** to be waiting for such a long time for it to be repaired. **I would therefore like to request** that I be given a full refund should I not receive the repaired camera by the end of this week.

I look forward to hearing from you.

Yours faithfully
Mark Roberts