

LETTER OF COMPLAINT

OUTLINE

Address		
	Danny Siu 13 Pei Ho Street Kowloon Hong Kong 21 July 2013	Put your address in the top right-hand corner, followed by the date. There is not usually any need to write the address of the person you are writing to unless you are told to.
Greeting		
	Dear Sir or Madam,	Unless you know the name of the manager, use this greeting.
Opening		
	I am writing to express my disappointment about my recent visit to your theme park, <i>Ride-o-Rama</i> . I visited your attraction on 15 July 2013 with a group of five friends and am sorry to say that we had a miserable time from the moment we entered the gates.	Tell the reader why you are writing and give brief details about the incident (when it happened / where / etc)
Main Body		
	The first problem we encountered was when we tried to buy our tickets. We had a coupon from a local newspaper that we were told would entitle us to two-for-one admission to the park. I was appalled to discover, however, that the coupon was only valid on Fridays. This was not a problem <i>per se</i> , except that this condition was printed in such small font that one would need a magnifying glass to see it. It is absolutely unacceptable that you would try to dupe your customers in this way. As a result of this, we were forced to pay the full ticket price.	Describe your first complaint, giving examples to illustrate it. <ul style="list-style-type: none"> • The difficulty in buying the tickets • The coupon didn't display terms and conditions clearly.
	Our problems did not end there, however. Once we had bought our tickets we were informed that <i>Wheel of Death</i> , the park's star attraction, was closed due to maintenance. Can you imagine my consternation that, after having parted with almost \$600, we would not be able to go on the very ride we had come for? I really think that it was negligent of your ticket staff not to have informed us of the closure before we parted with our money.	Describe your second complaint and give examples to illustrate it, e.g.: <ul style="list-style-type: none"> • <i>Wheel of Death</i> was closed • So much money was wasted
	What concerned me the most about our visit was the scant regard your park seems to pay to the safety of its patrons. For example, there are no safety warnings on any of the rides, even though some of them are quite dangerous (as the name <i>Wheel of Death</i> suggests). This oversight is quite astonishing. As if that wasn't enough, my friend fell over during our trip and when we approached a member of staff for a first aid kit we were informed that no such kit was available on site.	Introduce your third complaint and give examples to illustrate it, e.g.: <ul style="list-style-type: none"> • The park is unsafe • Because there are no safety warnings on the rides and a friend fell over
Call to action		

<p>I would like to suggest several ways in which you can remedy this situation. In the first instance, I would like to request a refund for my friends and I, at least to the value of the amount we should have saved had we been able to use the coupon. Most importantly, however, I believe that it is incumbent upon your company to review your safety provisions, including a review of the signage and the provision of a first aid kit. Should your park fail to take these measures, I will have no alternative but to write to the Ministry of Health and ask them to investigate the matter further.</p>	<p>Make suggestions about what the park should do, and instruct them what you will do if they do not take these actions, e.g.:</p> <ul style="list-style-type: none"> • Review safety provisions or the matter will be referred to the Ministry of Health
Signature	
<p>I look forward to receiving your reply.</p> <p>Yours faithfully,</p> <p>Danny Siu</p>	<p>A polite closing line, followed by ‘yours faithfully’ or ‘yours sincerely’ (if you know the name of the person you’re writing to).</p>