

Summer Week 3 - lesson 5

Can I write a formal
complaint?

Fast Five. Can you change these to contractions.

Do not

He did

They will

Have not

We are

Answers on next slide

Fast Five. Can you change these to contractions.

Do not

Don't

He did

He'd

They will

They'll

Have not

Haven't

We are

We're

This week we've been looking at comparing formal and informal letters and how to use formal tone in sentences.

Today we are going to be writing our own formal letter of complaint about a holiday to show our understanding of this week's learning.

The next few slides have some advice to help you and there is a success criteria at the end for you to check your use of the year five features.

If you need extra help there is a support sheet with a starting letter layout and some word bank phrases.

Your letter is the hotel manager of the resort you stayed at for your Summer holiday.

Here is a list of some of the things that could have gone wrong. You don't need to use all of them and you can of course think of your own things that might have made your trip a disaster.

- Freezing cold swimming pool – even though it was meant to be heated.
- Or even worse- pool closed.
- No lifeguard at the pool
 - Only one restaurant on site – even though the brochure said four
 - Luxury bedrooms only had 1 pillow
 - Noisy hotel staff at 5am.
 - No towels in the room when you checked in
 - Check-in desk unattended for a long time
 - No evening entertainment
 - No cold drinks.

Layout



If you don't know who to address your letter to, then you must begin the letter with:

Dear Sir or Madam,

If you know the name of the person you are writing to, then you must begin the letter with Mr, Mrs or Ms along with their surname:

Dear Mr Smith,

Paragraph 1

Introduce yourself and tell the manager **where** you went on holiday, **when** you went on holiday and, briefly, **what** the problems were.

Paragraph 2 & Paragraph 3

Write about the problem in more detail. Give evidence and write about how this ruined your holiday in detail.

Make sure that you have evidence to support your opinions.
Tone of the letter. Be polite and firm. Do not be aggressive.

Paragraph 4

Write about how you want the manager to solve the problem (for example, money back, compensation, a free holiday, an assurance that this will not happen to anyone again)

If you don't know who to address your letter to, then you must end the letter with:

**Yours faithfully,
(YOUR NAME)**

If you know the name of the person you are writing to, then you must end the letter with:

**Yours sincerely,
(YOUR NAME)**

Check through your work making sure you have got all your full stops and capital letters – especially on people's names.

Have you accidentally used any contractions (don't/wasn't/I'm), remember these are not found in formal letters.

<u>Year 5 Writing objectives</u>	Me
*I have used capital letters and full stops correctly	
*I have used paragraphs	
I have used commas for clarity	
I have used conjunctions and adverbials of time for cohesion	
I have used relative clauses	
I have used modal verbs	
I have used parenthesis () - - , ,	
I have used a semi colons, colons or dashes to mark clauses	
I have used colons to introduce a list	
I have used hyphens	
I spell most words correctly (year 5 and 6 list)	
I have used legible and joined writing	