*\*\*Some experts suggest that a letter is the most effective method for contacting a company\*\**

**Letter of Complaint**

**Keys to an Effective Complaint Letter**

1. Describe your purchase.

* Include the name of the product and serial number.
* Include the date and place of purchase.

1. State your problem.

3. Ask for specific action.

* Allow time for action.
* State how you can be reached.

1. Enclose copies of your documents and receipts (**never** send originals).
2. Keep a copy of your letter.

**Tips for Filing a Complaint**

* Remain calm.
* Don't use an angry, threatening, or sarcastic tone.
* State exactly what you want done about the problem.

*Information taken from usa.gov*

* Document each step, and keep copies.

**Complaint Letter Rubric**

Asks for specific action \_\_\_\_\_\_\_\_\_\_/5

Closing (Sincerely, \_\_\_\_\_\_\_\_\_) \_\_\_\_\_\_\_\_\_\_/2

Grammar \_\_\_\_\_\_\_\_\_\_/10

0-5 errors (10 pts)

6-9 errors (7 pts)

10+ errors (4 pts)

Avoids run-on sentences and fragments;

uses consistent verb tense \_\_\_\_\_\_\_\_\_\_/10

**TOTAL: \_\_\_\_\_\_\_\_\_\_/50**

Your Contact Info \_\_\_\_\_\_\_\_\_\_/5

Business Contact Info \_\_\_\_\_\_\_\_\_\_/5

Date \_\_\_\_\_\_\_\_\_\_/1

Salutation (Dear\_\_\_\_\_\_\_\_) \_\_\_\_\_\_\_\_\_\_/2

Describes purchase/service \_\_\_\_\_\_\_\_\_\_/5

States the problem \_\_\_\_\_\_\_\_\_\_/5