

Generic Complaint Letter Questions

1. What is the **address** of the person writing the letter?
2. To which **company** is the letter written?
3. To which **person** is the letter written?
4. **Who** is writing the letter?
5. On which **date** was the letter written?
6. What is the **main complaint** about?
7. What does the writer want the company to **do**?
8. What is wrong with the product?
9. Find two polite sentences and write them down.
10. How does the writer maintain a polite tone?
11. What does the writer want?
12. **WHY** does the writer ask for a specific result?