

1. Another strategy for dealing with a problem with goods or services you have purchased is to go back and see the seller face to face. LIST some examples of problems for which you would go back to the seller.

2. DISCUSS: What are some of the differences between making a complaint by phone or face-to-face?
3. Sometimes you need to write a letter when you have a problem with goods or services purchased. DISCUSS some of the reasons people may want to write a letter. CHOOSE the suggestions you agree with.
- a) You get a chance to put your side of the story.
 - b) Writing a letter leaves a 'paper trail' that can be traced.
 - c) It's more objective than speaking.
 - d) It's easier to write than to phone.
 - e) People will answer a letter.
 - f) It's the next step after a conversation.
4. DISCUSS: Would sending an email be just as good as posting a letter?
5. READ the letters on the next two pages. The letters were received by the Department of Fair Trading. The details have been changed to protect privacy. For each letter discuss whether you think the letter is effective? Why or why not?
6. Letters of complaint have several stages. FIND each of these on the letters. MARK the stages on the letters. DISCUSS whether each stage is necessary.

Stages in a letter of complaint

- A** date
- B** statement of problem
- C** contact details of seller
- D** recount of all the relevant events
- E** how the writer feels
- F** what the writer wants done
- G** contact details of writer

Brent Hodgson
28 Garnet Cres
Freetown NSW 2817

The Department of Fair Trading
PO Box 972
Parramatta NSW 2124

9th June 2000

Dear Sir/Madam

I am writing to complain about the service provided by Weddings, Parties Everything of Angelville Square, Angelville.

My wife and I arranged for the delivery of flowers for our wedding on Saturday 20th May. The flowers cost totalled \$800. On the morning of the wedding we discovered that the flowers delivered were wilted. It was too late to try and change the flowers then.

I was very upset about the whole thing that it didn't turn out the way I wanted it to. My marriage day was just ruined. It makes me feel angry, every time I look at our wedding pictures.

After the wedding I told the young salesperson about the problem and she agreed it was unacceptable service, and said she would have to talk to the owner about it.

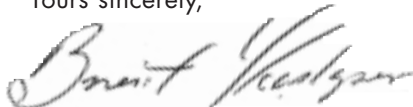
We have written to the owner more than twice and until now we have received no reply. She also does not return our calls.

I am very upset about the whole incident. Not only did it ruin our special day, but also her refusal to acknowledge the problem or attempt to compensate us is infuriating.

I would appreciate it if you could help by pursuing the matter with the business owner. Her name is Natasha, and the phone number of the business is 9X22 XXXX.

Thank you for your help.

Yours sincerely,



Brent Hodgson
Ph: 9X22 XXXX



2/42 Rochford Street
Bondi 2026
Tel: 9130 XXXX

30th March 2001

The Department of Fair Trading
PO Box 972
Parramatta NSW 2124

Dear Sir/Madam

BINGO TV & ELECTRICAL REPAIRS, 27 Goatshed Drive Bondi, 2026, telephone 9317 XXXX, picked up my Whizzo video (Model SuperVision 130) on New Year's Eve and has not yet returned it.

I have already paid \$30 pick up and return fee and \$100 for parts. I last spoke to the repairer a week ago when he said he'd had some bad luck and hadn't been able to fix my machine yet. When I complained about the time it was taking he assured me he would fix it soon and deliver it back to me.

Three months seems unreasonable to me. I've already had to buy another VCR as I could not manage without one.

Could you please let me know what I can do to get my money and video returned. I understand the Department of Fair Trading can help.

I look forward to a happy conclusion.



Joel Leong

- 7.** REWRITE one of the letters but this time address it to a friend and tell them about the problem you are having with the retailer, and what you have done.

What has changed in the second letter?

- audience
- purpose
- topic

- 8.** DISCUSS: How have these changes affected the language used in the letter?