

This letter was also sent to the Department of Fair Trading. The details have been changed to protect privacy. READ it, DISCUSS it, and ANSWER the questions which follow.

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Dept of Fair Trading

A few weeks ago I saw the ad and decided to buy my car from Jake's Autos.

I received pre-approval over the phone and then went to the car yard. The telephonist definitely said it was up to me which deal I wanted. My finance was approved and I made arrangements to inspect and pick-up a 1998 Jackaroo which was the type of car I had been looking at for three weeks before this.

I was told to bring in my old Sigma, which is a bit beaten up I admit. Anyway, to do the deal I got \$4000 trade-in, even though they said my old car wasn't worth it.

Later, when I asked about the free petrol they said I wasn't eligible. I was told they would not make enough money on the deal.

I think that I should get the petrol anyway.

I humbly beg your urgent attention.

Glenn Rigby

1. Working in pairs, LIST at least three ways in which this letter is not very effective. Refer to the more successful letters of complaint in WORKSHEET C2.

2. One problem with this letter is that it does not give the reader enough information. Many of the sentences below were written in a way that doesn't tell us who is responsible for the action.

My finance was approved.
I was told to bring in my old Sigma.
They said my old car wasn't worth it.
I was told that I was not eligible

ANSWER these questions:

- a) Who approved the finance?
- b) Who told Glenn to bring in his old Sigma?
- c) Who told Glen his old car wasn't worth it?
- d) Who told Glenn that he was not eligible?

3. The language feature the writer has chosen is not suitable for a letter of complaint, where we need to know exactly who said and did each of the actions described in the letter. The writer may have been trying to make the letter sound more objective, but this choice would be more appropriate in a report than in a letter of complaint, where the purpose is to explain one side of the story, not to appear objective.

REWRITE each of these sentences to make it clear who performed the action:

- a) My finance was approved.
.....
- b) I was told they would not make enough money on the deal.
.....
- c) He hadn't been able to fix my machine yet.
.....
- d) She would have to talk to the owner about it.
.....

