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**FORMAT FOR A LETTER OF COMPLAINT**

Write your address here →

25 Pearson Road  
Wynberg  
7708  
08 May 2015

Put the date here →

X (skip a line)

Address the person/ department responsible here

Mr P. Manacle  
Big Concerts  
Box 222  
Cape Town  
0708

Put the address of the company to whom you are writing here

X

Dear Sir

Address the person. If it is a man, write "Dear Sir" or a woman "Dear Madam"

X

Put the reason for the complaint here  
(Write in Capitals)**COMPLAINT RE: LADY GAGA CONCERT**

X

**Introductory paragraph**

In this paragraph, write one or two lines about why you are writing this letter.

For example:

*I write this letter as I am extremely unhappy about the substandard Lady Gaga concert which I saw at Grand West Casino on the 19 July 2015. To say the concert was a disaster is an understatement and I would like to take the time to point out the many misgivings which contributed to the awful experience.*

X

**Main paragraph**

State exactly what happened and how it made you feel.

For example:

*When your advertising posters said that the concert was sure to "blow you away", I never knew you meant it literally. I refer specifically to the large, industrial fans at the front of the stage that blew cold air onto the crowd the entire evening. My friends and I had to hold onto each other for dear life for fear of flying off. Not only is our skin that much looser but our concert experience was lessened by the distorted sound. Furthermore, when Lady Gaga came on stage ...*

X

**Concluding paragraph**

Say what you would like the person you are writing to, to do about the situation.

For example:

*Unfortunately the whole experience has left me with a poor perception of your company and I am loathe to support you in future. The exorbitant price I had to pay for the concert does not justify the inferior quality we were subjected to. However I feel an apology and a full refund will go a long way in restoring my faith.*

X

Sincerely, ← Have a closing line

← Sign here

Miss Christina Apple ← Your name here