



**BAL BHARATI PUBLIC SCHOOL, PITAMPURA, DELHI – 110034**

**SUBJECT:-ENGLISH LANGUAGE AND LITERATURE**

**Class- X**

**Week : 9<sup>th</sup> Nov. - 13<sup>th</sup> Nov.2020**

**No. of Blocks : 2**

**TOPIC :**

**WRITING SKILLS - LETTER OF COMPLAINT**

**SUBTOPIC :** Encourage the students to understand the importance of nurturing writing skills to communicate better. Enhance writing skills by practising writing to express themselves in their own language.

**AIDS :** Format  
Sample letter

**BLOCK I**

**RECAPITULATION :**

Revise the format of formal letter writing.

**TIPS**

**How to Write a Formal Letter :-**

- Write the sender's address on the top left hand side of the page.
- Write the date below the sender's address.
- Write the recipient's name /designation one line beneath the date followed by his address.
- Mention the subject i.e the topic of discussion.
- Give the person you're addressing a salutation (Dear Madam / Sir or Mrs.Mehra / Mr.Mehra)
- Divide the body of the letter (actual content) into three paragraphs.
- Write subscription (Yours faithfully / Yours sincerely) at the bottom left hand side of your letter.
- Write your name below it.
- Mention your designation in the bracket below it.

## FORMAT OF FORMAL LETTER

Sender's address

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Date (7<sup>th</sup> Nov. 2020)

Receiver's Name / Designation

Receiver's address

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SUBJECT:-----

Dear Madam/Sir

Introduction

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( Body of the letter to be divided into three paragraphs -120 to150 words)

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Conclusion

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Yours faithfully / sincerely

Name

(Designation)

**\*\*\*Note: Letter writing has to be left aligned and not to be indented.**

## BLOCK II

### LEARNING OBJECTIVES :

Each student will be able to :

- Learn up the format of formal letter writing
- Use the tips and enhance their writing skills
- Attempt assignment questions

**ACTIVITY :** Learn up the format and write letter of complaint.

**LESSON DEVELOPMENT :** Share the format of formal letter writing and Letter of Complaint. Give tips for writing a letter of complaint. Attempt assignment questions.

### TIPS

- Address your letter to the customer service department when writing a letter of complaint.
- Quickly get to the point of your letter. The very first line of your letter should clearly address why you are writing the letter.
- State specifically what outcome or remedy will satisfy you. If you want a replacement, a refund, a repair, or some services.
- Attach copies of supporting documents. These may include receipts, copies of guarantee/ warranty cards, cheques/DD you sent.

### SAMPLE LETTER OF COMPLAINT

**Ques.** You are Arun of Aurangzeb Road, Hyderabad. You recently bought a Samsung fully automatic washing machine from M/s Javed Electronics Pvt. Ltd. Just after a month of buying it started malfunctioning. You are quite bugged with it and decide to write a letter to the dealer. Write this letter in about 120 words.

20A, Aurangzeb Road  
Hyderabad

7<sup>th</sup> Nov.2020

The Manager  
M/s Javed Electronics Pvt. Ltd.  
M.G.Road  
Hyderabad, India

**Sub: To complain about the malfunctioning of Samsung fully automatic washing machine.**

Dear sir

This is with reference to Samsung fully automatic washing machine model no : NEO ACTION AX bought from your showroom vide Invoice no.03487 dated : 6<sup>th</sup> Oct.2020 which has been malfunctioning since the past one week.

I'm facing a lot of problems like; it gets switched off on its own in between the round. At times you feel the current if you touch it when it's on. Also, the rinse function is not working properly. There's a creaking sound when the tub is spinning. It's very disappointing as the machine was bought only a month back and is not working properly now.

You are requested to kindly send some engineer and get it repaired at the earliest or have it replaced as it is still under the guarantee period, I'll be highly obliged. A copy of the invoice and guarantee card have been enclosed along with for your reference.

Looking forward to a prompt action/response.

Yours faithfully

Arun Dhawan  
(9773535781)

**Enclosure :**           1) A copy of the invoice.  
                              2) A copy of guarantee card.



**2. Write a letter to the S.D.O(Electricity) of your area complaining him about the fluctuation in voltage and irregular supply of electric power in your area. Also, give some useful suggestions to overcome such problems. Write this letter in about 120 words.**

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BBPS, PITAMPURA

3. You are Kapil of Chitranjan Park, New Delhi. Write a letter to the Health Minister, Delhi, complaining about the lack of facilities and malfunctioning of the government hospitals in your area. You may also give some suggestions for improving the facilities.

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