

DHSH BWL 222 1/2 Lübeck Campus
English for Business
First portfolio assignment

To be submitted to the Moodle page by 13 October 2023, 23.59hrs

Writing a formal letter of complaint

Write a formal letter of complaint (as you have learned in class) from the company you are presently working for and a department that you have worked in – as you know, such letters are usually sent as an attachment to an E-mail.

Scenario Based on a product or service that your company received and considered to be dissatisfactory, write a letter of complaint in 300 words to the source of said product or service. Explain the situation in detail covering the following areas:

- Identify issue
- Justify your complaint
- Suggest action to be taken
- State the consequences.