**DHSH BWL 122 1/2
English for Business**

**First portfolio assignment**

**To be submitted to the Moodle page by 29 September, 24.59hrs**

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**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 are aware, such important and formal 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.
* Suitable closing