

## UNIT 6: THE ENVIRONMENT

### LESSON 6: WRITE

#### WRITE A COMPLAINT LETTER

A complaint letter has 5 sections:

- |                         |                               |
|-------------------------|-------------------------------|
| 1. <b>Situation:</b>    | states the reason for writing |
| 2. <b>Complication:</b> | mentions the problem          |
| 3. <b>Resolution:</b>   | makes a suggestion            |
| 4. <b>Action:</b>       | talks about future action     |
| 5. <b>Politeness:</b>   | ends the letter politely      |

*Activity a) Mr. Nhat wrote a complaint letter to the director of L&P Company in Ho Chi Minh City. The five sections of the letter are not in the right order. Label each section with the appropriate letter: S. C. R. A. or P.*

*(Ông Nhật đã viết một lá thư than phiền tới giám đốc của công ty L&P ở thành phố Hồ Chí Minh. Năm phần của lá thư không đúng theo trật tự của nó. Gán nhãn các chữ cái S, C, R, A, hoặc P thích hợp vào đầu của mỗi phần.)*

**Đáp án:**

26 Tran Phu Street Ha Noi

October 9, 2003

The Director

431 Le Loi Boulevard

HCMC

Dear Sir/ Madam,

(R) I would suggest that your company should tell your drivers to clear up all the trash on the ground before leaving.

(S) I am writing to you about the short stop of your trucks around my house on their way to the north.

(A) I look forward to hearing from you and seeing good response from your company.

(C) When the trucks of your company have a short break on the streets around my house, the drivers left lots of garbage on the ground after their refreshment. When the trucks leave the place, the ground is covered with trash and a few minutes later there is smell and flies.

(P) Yours faithfully,

Tran Vu Nhat

➤ **Useful Expressions**

**Situation:**

- I am writing to complain about...
- I am writing to you about...

**Complication:**

- The problem is...
- What makes me annoyed is...

**Resolution:**

- I would suggest that...
- I strongly recommend that...

**Action:**

- I hope the problem will be handled by 31<sup>st</sup> November.
- I look forward to seeing good response from your company.

**Politeness:**

- Yours sincerely/faithfully

**Activity b)** *These days, many people begin to catch fish in the lake behind your house. What makes you worried most is they use electricity to catch fish. A lot of small fish died and floated on the water surface. Other animals such as frogs, toads, and even birds also died from electric shock waves. You think that local authorities should prohibit and fine heavily anyone catching fish in this way.*

(Những ngày này, rất nhiều người bắt đầu đánh bắt cá trong hồ đằng sau nhà bạn. Điều làm bạn lo lắng nhất là họ sử dụng điện để đánh cá. Rất nhiều cá con đã chết và nổi lên mặt nước. Các động vật khác như là ếch, cóc, và ngay cả chim cũng chết do bị điện giật. Bạn nghĩ rằng chính quyền địa phương nên cấm và phạt nặng bất kỳ ai dùng cách đó để bắt cá.)

**Now, write a letter to the head of the local authorities to complain about the way of catching fish in the lake behind your house. Following SCRAP format. Begin with:**

*(Bây giờ, bạn hãy viết một lá thư gửi cho người đứng đầu chính quyền địa phương để than phiền về cách đánh bắt cá trong hồ sau nhà bạn. Bạn hãy theo mẫu S C R A P. Bắt đầu với:)*

**Bài viết mẫu:**

Dear Mr. President,

I am writing to you about the problem of fish catching in the lake behind my house.

I am very worried because they use electricity to catch fish. After a short time they left the lake, a lot of small fish died and floated on the water surface. Other animals such as frogs, toads and even birds also died from electric shock waves.

I strongly suggest the local authorities should prohibit and fine heavily anyone using this way of catching fish.

I look forward to hearing from you and seeing the protection of environment from the local authorities.

Yours sincerely,

David Brown