

# WAGOLL – What A Good One Looks Like

## Formal Letter

Your own address goes in the top right hand corner of the letter.

7 Jasmine Road  
Essex  
EX36 9EL

Wheeler's Deals  
12 Main Street  
Baytown  
Kent  
KT15 8RL

The address of the recipient goes on the left, below your own address.

24th July 2016

The date is written on the right hand side, starting below the address you are writing to.

Dear Mr Wheeler,

Dear Sir/Madam if you don't know the recipient or Mr/Mrs/Miss/Ms (surname) if you do.

I bought a red, 2005, Buzuki Whiz from your dealership on 16th July 2015 and to say I am unhappy with the purchase is an understatement. I have tried calling your garage a number of times but as soon as I give my name, the line goes dead. I am writing this formal letter of complaint to inform you of the serious issues I have had with the vehicle and what I expect from you as a result.

An introduction stating who you are and why you are writing.

Days after buying the car, I experienced the following problems: thick smoke coming from the exhaust, a loud rattling noise under the car bonnet, faulty windscreen wipers, a heater which only blows cold air, a broken horn, a sun roof which refuses to open and just yesterday one of the wing mirrors fell off. Mr Wheeler, you assured me that this car was in excellent condition and I trusted you. This car is unfit to drive and could have caused me to be involved in a road traffic accident.

Firstly, I demand a full refund by the end of the month. Furthermore, the car is sitting in our driveway and I expect that someone will come to collect it by the end of the week. Please be assured that if my expectations are not met, I will be taking the matter further.

A final paragraph including any expectations or closing remarks.

End your letter using 'Yours sincerely' if you know the recipient or 'Yours faithfully' if you don't.

Yours sincerely,

*Mr. S. Holmes*

Mr S.Holmes

Finish with your name or signature.