

# IELTS General Training - Task 1: Complaint Letters (Samples and Structure)

Complaint letters are one of the most common types of letters in IELTS General Task 1. They test your ability to describe a problem clearly, express dissatisfaction politely, and request action appropriately. Your tone should remain formal and respectful throughout the letter.

## ■ Standard Structure of a Complaint Letter:

1. **Introduction:** State the purpose of writing.
2. **Details of the Problem:** Explain what went wrong, when, and where.
3. **Effects of the Problem:** Describe how it affected you or others.
4. **Action Requested:** Politely say what you expect to be done.
5. **Polite Closing:** End with a respectful tone.

## ■ Useful Vocabulary:

unsatisfied, disappointed, inconvenience, refund, compensation, issue, resolve, unacceptable, faulty, replacement

*Example phrases:*

- I am writing to complain about...
- I would appreciate it if you could...
- I look forward to your prompt response.

## ■ Sample 1: Faulty Laptop Purchase (Band 9 Model)

Dear Sir or Madam,

I am writing to express my dissatisfaction with a laptop I purchased from your store two weeks ago. Although it initially worked well, it has recently developed a serious fault.

Specifically, the device shuts down unexpectedly after a few minutes of use, and the screen flickers constantly. I have tried reinstalling the software and charging it fully, but the problem persists. As it is still under warranty, I believe the issue is related to a hardware defect.

I would appreciate it if you could either replace the laptop with a new one or provide a full refund. Please let me know when I can bring it in for inspection.

I look forward to your prompt response.

Yours faithfully,  
Sarah Johnson

## ■ Sample 2: Poor Hotel Service (Band 9 Model)

Dear Manager,

I am writing to complain about the poor service I received at your hotel during my stay last weekend. Unfortunately, the experience did not meet the high standards promised on your website.

When I arrived, the room I had booked was not available, and I had to wait over an hour for an alternative. Moreover, the staff were unhelpful, and the air conditioning did not function properly throughout my stay. This caused great discomfort, especially considering the high temperature.

I would be grateful if you could refund part of the payment or offer a discount voucher for my next visit. I believe this would demonstrate your commitment to customer satisfaction.

Yours sincerely,  
Michael Brown