

B2

BUSINESS WRITING

≈ 27 MIN

Emails: Complaints — *practice on paper*

You have built the lesson — now lock the complaint in on paper. New lines, same order: facts, impact, a remedy with a deadline.

Request with a person: **I would like you to ...** · deadline: **by + date**

NAME

DATE

YOUR BUILD

1 · SORTING

2 · FILL-IN

3 · CORRECT

4 · WRITE

BRICK 1 · SORT BY BLOCK · APPROX. 4 MIN

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Lines that say **what exactly went wrong** go on the left. Lines that say **what the problem has caused** go on the right.

Order 3318 arrived on 9 May, not 2 May.

As a result, our team lost a full day.

This has delayed the opening by a week.

Three of the ten lamps were broken.

This means our client is still waiting.

The invoice shows 50 hours, not 42.

Your technician did not come on Monday.

As a result, we had to rent a projector.

This has caused extra costs for us.

The software stopped working on 4 June.

FACTS	IMPACT

BRICK 2 · FILL IN THE MISSING WORD · APPROX. 6 MIN

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Fill in the missing word. Every sentence comes from a complaint email — read it through before you write.

- 01 I am writing to complain invoice 2207.
- 02 Could you send the missing parts 30 June at the latest?
- 03 I would like you check the delivery.
- 04 a result, we missed the deadline.
- 05 I look forward to from you.
- 06 I would like to a complaint about order 18.
- 07 This caused extra costs for our team.
- 08 Two of the five chairs arrived broken legs.

YOUR BUILD

1 · SORTING

2 · FILL-IN

3 · CORRECT

4 · WRITE

BRICK 3 · FIND AND CORRECT THE MISTAKE · APPROX. 7 MIN



Each sentence holds exactly one mistake. Underline it and write the whole sentence correctly.

01 I want that you refund the full amount.

02 We would like to make a reclamation about order 52.

03 Despite of my reminder, the parts are still missing.

04 I look forward to receive your reply.

05 Please send the corrected invoice until Friday.

06 I complained the supplier about the delay.

BRICK 4 · WRITE YOUR OWN SENTENCES · APPROX. 8 MIN



Write one sentence for each prompt, ready for your next complaint. Keep the order in mind: facts, impact, a remedy with a deadline.

01 The facts: name the order number, the date and the problem — "I am writing to complain about ..."

02 The impact in one sentence — "As a result, ..." or "This has caused ..."

03 Your request with a deadline — "I would like you to ... by ..."

04 Your closing line — "I look forward to ..."

MINI-CHECK – CAN I DO THIS YET?

☐ I name the order number, the date and the problem in the first sentence.

☐ I show in one sentence what the problem has caused.

☐ After "would like" I name the person, then "to" + verb.

☐ I set a deadline with "by" and close with "I look forward to ...".

Not every box ticked? Build the lesson once more and try this sheet again tomorrow.



Answer key

Check only when you have finished. Every answer comes with the **why** — the rule matters more than the result.

BRICK 1 · SORTING

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| <p>01 Facts — "Order 3318 arrived on 9 May, not 2 May."
<i>The order number and dates show exactly what went wrong.</i></p> <p>02 Impact — "As a result, our team lost a full day."
<i>"As a result" introduces the consequence of the problem.</i></p> <p>03 Impact — "This has delayed the opening by a week."
<i>The sentence says what the problem has caused.</i></p> <p>04 Facts — "Three of the ten lamps were broken."
<i>An exact number describes the damage.</i></p> <p>05 Impact — "This means our client is still waiting."
<i>"This means ..." links the problem to its consequence.</i></p> | <p>06 Facts — "The invoice shows 50 hours, not 42."
<i>Two figures show the error on the invoice.</i></p> <p>07 Facts — "Your technician did not come on Monday."
<i>What did not happen, with a day.</i></p> <p>08 Impact — "As a result, we had to rent a projector."
<i>The consequence costs you time or money.</i></p> <p>09 Impact — "This has caused extra costs for us."
<i>"This has caused ..." names the consequence directly.</i></p> <p>10 Facts — "The software stopped working on 4 June."
<i>What exactly stopped working, and when.</i></p> |
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BRICK 2 · FILL-IN

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| <p>01 I am writing to complain about invoice 2207
<i>You complain "about" a matter.</i></p> <p>02 Could you send the missing parts by 30 June at the latest
<i>A deadline for a single action takes "by".</i></p> <p>03 I would like you to check the delivery
<i>After "would like" plus a person comes "to" + verb.</i></p> <p>04 As a result, we missed the deadline
<i>"As a result" introduces the consequence.</i></p> | <p>05 I look forward to hearing from you
<i>After the preposition "to" comes the -ing form.</i></p> <p>06 I would like to make (or file) a complaint about order 18
<i>The noun "complaint" usually goes with "make".</i></p> <p>07 This has caused extra costs for our team
<i>"This has caused ..." is the set frame for the consequence.</i></p> <p>08 Two of the five chairs arrived with broken legs
<i>"Arrive with" describes the state on delivery.</i></p> |
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BRICK 3 · CORRECT

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| <p>01 I would like you to (or want you to) refund the full amount.
<i>Person as object plus "to" + verb instead of a that-clause.</i></p> <p>02 We would like to make a complaint about order 52.
<i>"Reclamation" is a false friend — the word is "complaint".</i></p> <p>03 Despite my reminder, the parts are still missing.
<i>"Despite" takes the noun directly, without "of".</i></p> | <p>04 I look forward to receiving your reply.
<i>After the preposition "to" comes the -ing form.</i></p> <p>05 Please send the corrected invoice by Friday.
<i>A deadline takes "by"; "until" describes a duration.</i></p> <p>06 I complained to the supplier about the delay.
<i>The person comes after "to", the matter after "about".</i></p> |
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BRICK 4 · WRITE

Your sentences may differ — just check that you give facts with a number and a date, show the impact and ask for a remedy with a "by" deadline.

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| <p>01 "I am writing to complain about order 6610, which arrived on 3 June without the cables."
<i>Order number, date and problem in one sentence.</i></p> <p>02 "As a result, we could not set up the new office on time."
<i>One sentence that shows the consequence.</i></p> | <p>03 "I would like you to send the missing cables by 10 June."
<i>A specific remedy with a deadline.</i></p> <p>04 "I look forward to your reply."
<i>A calm closing line that expects an answer.</i></p> |
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NEXT BRICKS — KEEP BUILDING FREE ONLINE

PREREQUISITE

Emails: Making Requests

englisch-lehrer.com/en/lessons/email-requests

PAIR WITH THIS

Handling Complaints

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