Writing to a Company

Something went wrong with a product or service, or someone did a great job? Write to the company and say so.

Name _____ · Date _____

Complaint
A complaint is when you give feedback about something that you feel should be improved on.

Compliment
A compliment is when you give someone praise for something they've done well.

Plan it

1 Company I want to contact: _____ **2** I will send: ☐ an email ☐ a letter

3 Company's email or mailing address: _____

Get help from a family member, friend, or teacher to find the company's email address or mailing address.

4 I want to give a: ☐ compliment ☐ complaint

EXAMPLE COMPLAINT EMAIL

To: Maple Street Electronics Customer Service
Subject: Broken drone

Hello,

I'm writing about a drone I recently got as a gift. It was bought at your store, and it broke the very first time I used it. It was very expensive, and I was very careful with it.

I would like either a new one or a full refund of the purchase price.

Please contact me as soon as possible at jane.olsen@example.com.

Thank you,
Jane Olsen

What happened
What you bought or what service you got, and what went wrong.

What I want
A refund, a new one, or a fix.

How to reach me
Your email address or phone number.

Compliment example: "Your customer service worker, Javid, did an amazing job helping me with a problem I had. He took care of it right away, and I was very happy with the results."

Write your email or letter

To: _____ Subject: _____

Tips: Stay polite, even if you are upset. Say exactly what you want. Keep your receipt. Ask someone you trust to read it first.

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