Letter of Complaint

(Nombre de la persona o empresa remitente)

(Dirección)

(Fecha en inglés) May 13th, 2016

(Nombre del destinatario)

(Dirección del destinatario)

(Si no lo conocemos) Dear Sir or Madam,

(**Aquí indicamos el producto o servicio que reclamamos, la fecha en que se adquirió y algún otro detalle importante**) I sent you this letter, to complain about the plumbing technicians you sent to my house, on past may 8th.

(**En este párrafo comenzamos a describir las fallas o deficiencias por las que reclamamos**). On May 6th, I called you for a repair to a plugged pipe in the kitchen; you give me an appointment for May 8th at, 11:00 am.

(**Para mayor claridad, podemos indicar las deficiencias en párrafos separados, para mayor claridad de nuestro reclamo**) On May 8th, your technicians, Jack and Andrew arrived at 1:00 pm, and they told me they were late because they “had a complication in their previous appointment”, however they didn’t call me to let me know they were late.

After showing them the problem, they got their tools and started moving pipes in the kitchen, saying me that they needed to change some pipes. I agreed and told them to do whatever it was needed.

After about 45 minutes, they told me everything was ready, and that the water was running properly again. They billed me for $79.95, which I paid in cash.

On May 11th, I reached under the sink, where I keep the cleaning products, and I got a surprise because I found the cabinet totally wet as the pipe they repaired had been leaking.

(**En el último párrafo indicamos lo que queremos obtener del reclamo: cambio de producto, rehechura del trabajo, reembolso o ayudar a mejorar el servicio**) It really bothers me to have paid so much money for such a bad work. I kindly ask you to send other members of your staff to repair the pipes as soon as possible.

Sincerely yours,

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(Firma del remitente)

(Cargo del remitente cuando es de una empresa)