

Group 4

Correspondence Activity

1) Complaint

An email complaint is written to express dissatisfaction with a product, service, or experience. It can effectively communicate complaints to people you are doing business with. The email typically includes a description of the issue, a summary of expectations, how it affected you, and how you expect it to be fixed.

2 types of complaint email:

- Personal complaint email: Consumers want to replace products or get a refund.
- Professional complaint email: Written on behalf of organization/company for work matters.

Structure of an email complaint:

- I. Identify and label the addressee
- II. Describe the issue
 - Customer complaint:
I am writing today to complain about the poor service/product [name of the product, with the serial or model number, or service performed] I received from your company on [date].
 - Employee complaint:
I have been working in a [position] for our company for the past [length of month/year working]. As a part of this working environment, I feel it my duty to formally report a complaint, against a fellow employee named [his/her name who you are complaining].
 - Business partner complaint:
Our companies have been working together for the last [length of cooperation]. However, things didn't go well in the last [weeks/months/case]. According to our contract, I think we must complain about these things:...
- III. Attach supporting documentation
- IV. Explain the impact
- V. Name your resolution desires
- VI. Make final formatting edits

Sample of an email complaint:

From: My Name <myname@myemailprovider.net>
Subject: (short description of your complaint)
Date: Most email programs enter this field automatically
To: (enter the email address of the person you are contacting)
CC: (local consumer group) (appropriate government agencies)

Dear (title) ____:

I wish to complain about ____ (name of product or service, with serial number or account number) that I purchased on ____ (date and location of transaction).

I am complaining because ____ (the reason you are dissatisfied). To resolve this problem I would like you to ____ (what you want the business to do).

When I first learned of this problem, I contacted ____ (name of the person, date of the call) at your company, and was told that nothing could be done about my problem. I believe that this response is unfair because ____ (the reason you feel the company has an obligation to you). I would like a written statement explaining your company's position and what you will do about my complaint.

I look forward to hearing from you as soon as possible to resolve this problem. If I do not hear from you within ____ days I will file complaints with the appropriate consumer agencies and consider my legal alternatives.

I am attaching copies of my receipt or _____ (other proof of payment or documentation of your complaint).

You may reply to me at this email or call me at (phone number).

Sincerely,

(your full name)

Tips for writing an effective email complaint:

- I. Leave emotions out of the email
 - A. Keep the content of the email focused on the issue and relevant facts.
- II. Include relevant details
 - A. Include information that could describe the issue's frequency, such as which employees were involved, the dates you've had issues, and if you've had similar problems in the past.
- III. Be specific and short
 - A. Keep the content of the email focused on the issue and relevant facts.

Example:

Dear Mr. Smith,

I am writing to complain about the late delivery of the math workbooks I purchased on April 30. This late delivery resulted in the cancellation of a tutoring workshop I had scheduled for May 5. The salesperson I spoke to, Samantha, promised a delivery no later than May 4, but the items did not arrive until May 7.

Unfortunately, I had to offer refunds to each student, and the students could not attend an important tutoring session prior to their final exam. I contacted the delivery company for tracking early on May 5, but they could not provide me with any tracking information, which led me to believe it hadn't shipped yet. The service I received in-store was excellent, but the late delivery limits my trust in ordering from your company again.

I would appreciate a response to how you plan to handle this issue by Wednesday, May 15, or I will look into contacting consumer agencies. Though it won't help the students who missed my training, an account credit can help make up for the money I lost in canceling. Attached, you will find my receipt and phone records for the follow-up call. I look forward to hearing from you soon.

*Sincerely,
Tina Ford*

2) Request Email (Formal email)

A request email is **an email you write, asking for something, whether information, favor, or service.**

Organize the letter clearly into:

- The reason for writing
- The Problem
- The outcome you'd like
- An apology for the inconvenience

Begin with a formal salutation:

- Dear [name of recipient]
- Good morning
- Good afternoon
- To whom it may concern
- Hello [name of recipient]
- Greetings

Tips:

- Using Nouns instead of verbs can make the writing sound formal.
For example, instead of *My circumstances have changed*, say *There has been a change in my circumstances*
- Sign off *Yours sincerely*, if you know the person's name and *Yours faithfully*, if you don't.
- Focus on recipient
- Include additional documents
- Provide proof of need
- Express appreciation

Sample email:

Dear Mr Smith

I recently saw an advertisement for your new range of kitchen equipment.

*I own a small retail shop selling household goods and am interested in buying some of your new products. **Could you** therefore please send me your price list? [first request]*

***I would also be grateful** if you could include details of delivery and postage.*

*[second request, with **also**]*

Thank you in advance.

Best regards

3) Inquiry

The **inquiry email** means an email asking for information.

There are five key aspects to writing an inquiry email:

1. Email subject for inquiry
2. Greeting
 - i. formal greetings, such as "Dear."
3. Body
 - Why/What/How/When/Where
4. Closing
 - Thank you for your time.
 - I look forward to receiving the information.
 - We look forward to hearing from you.
5. Sign-off/signature
 - i. signature containing all your details, including name, job title, and contact details
 - ii. yours faithfully, sincerely, or similar (appropriate signature)

Useful notes while writing an inquiry email

1. Be short, sharp and concise
2. Make your needs clear
3. Set up the next steps
4. Explain who you are
5. Check it before sending

Example of job inquiry email:

"Dear Angela Garcia and the rest of the Global Genetics hiring team,

My name is Sanjay Rao, and as a long-time admirer of your company's work in genetic research, I wish to inquire about career opportunities.

As a recent graduate of the South Indian Genetic Institute, I'm seeking a full-time position at your company. I specialize in animal biology and have closely followed your recent advances in extracting DNA from extinct species such as Condors. It is my belief that my research in osteoporosis and other bone afflictions could further advance your work with recently extinct specimens. My cohorts and I have developed innovative methods of extracting and analyzing DNA from skeletal structures. With my prestigious qualifications and research in mind, I make a strong candidate for future positions within your labs.

I have attached my resume and cover letter for your convenience. If you have any questions, please don't hesitate to contact me.

Best,

*Sanjay Rao
sanjayrao@email.com"*