

A Well Written Letter

A Formal Letter of Complaint No.3 is a well written letter. A Formal Letter of Complaint No.4 is very badly written. Do you know why? Copy and paste the statements below in the correct columns on the chart.

No paragraphs	Topic sentences
Clear sentence openers	No clear ending
Gives detail and examples	Uses expressive vocabulary
Polite closing sentence	Polite tone
Uses informal language	Is not clear what the problem is
Clearly states the problem	Uses a variety of sentence types
Only uses simple sentences	Boring sentence openers
Uses same words repeatedly	Is rude
Is not clear about the solution	Suggests a solution
Uses clear language and is not repetitive	Vague - gives no detail or examples about the problem

A Formal Letter of Complaint No.3	A Formal Letter of Complaint No.4