

## Student Lesson Plan: How to Write a Formal Letter: Unit 1, Lesson 3

**Learning Objective:** To draft a formal letter of complaint.

Today you are going to learn how to write a first draft of a formal letter of complaint using paragraphs for different purposes. A first draft is all about getting your ideas down fast, so we are not going to worry about spelling, punctuation or grammar in this lesson. Just focus on content!

**Success Criteria:** By the end of the lesson, you will be able to:

- Write an opening paragraph saying what you're complaining about
- Write one or two paragraphs giving more details about the problem
- Write a final paragraph suggesting a solution - what you want to happen next
- Write a closing sentence

**Learning Steps:**

### Task 1. Introduction (10 minutes)

- Paragraphs help to organise our thoughts. Paragraphs are a group of two or more sentences on the same subject. Each paragraph should have one main idea. The first sentence of a paragraph tells the reader what the paragraph is about. It's called a 'topic sentence'.
- In a letter of complaint, the first paragraph introduces the problem, the middle paragraphs (can be one or more than one) give more detail, and the third paragraph suggests a solution.
- The closing sentence ends the letter.

Look at the **Formal Letter of Complaint No.3** and highlight the topic sentence in each paragraph. What is each paragraph is about?

### Task 2. (40 minutes)

- Look at the **Formal Letter Graphic Organiser**. Use this when you are writing to remind you of where everything goes on the page and what you need to include.
- Find the **Scribeasy scenario** you created in Lesson 2. Use this to help you get ideas as you write your own first draft of a letter of complaint.

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- Use the **Word Bank: Language for a Formal Letter** and remember to use the vocabulary on your picture describing the item you purchased or the bad experience you had and your feelings about the situation.
- Remember to look at the picture you created in **scribeasy** of who you are writing to. Have the picture open in front of you. Keep that person in your mind as you write.
- Remember to use first person (I), past tense ('I was' not 'I am', because this is something that happened in the past) and don't forget to use polite formal language.

### Task 3. Review & Reflect (10 minutes)

If you are working alone, read the letter you have written then ask yourself the **Review & Reflect Questions** below.

If you are working with a group or class, swap letters with a partner. One student in your group can be the 'questioner' and read the **Review & Reflect Questions** to your group. Highlight any mistakes on your partner's letter and they will do the same on your letter.

For the final five minutes, give your partner feedback on anything that needs to be improved or added to their letter next lesson. Then they will give you feedback on your letter.

### Review & Reflect Questions

Questions on Paragraphs	
What is a paragraph?	Does your letter have an opening paragraph explaining why you are writing?
Why do we write in paragraphs?	Does your letter have one or more middle paragraphs that provide more detail?
How do paragraphs help the reader understand what they are reading?	Does your letter have a final paragraph that suggests a solution?
What is a 'topic sentence'?	Does your letter have a closing sentence?
Do your paragraphs begin with topic sentences?	Is the layout correct? Have you included everything (date, addresses, signature, etc.)