



Feedback

This document contains detailed feedback on your submitted piece of writing.

Task type: Letter of Complaint ([see the task in the Writing Bank](#)).

- Page 1 — General Comments.
- Page 2 — Content.
- Page 3 — Organisation.
- Page 4 — Language (mistakes indicated for you to correct).
- Page 5 — Language (corrected mistakes).
- Page 6 — Task (for your reference).

General Comments

Content

You managed to complain about all the necessary points, making it clear what you are dissatisfied with. However, instead of proposing a solution that would suit you, you asked some questions. Firstly, these questions are too informal. Secondly, it's always better to be specific in your demands. For example, saying clearly that you want your money back or that you want another piece of Moon instead of this one, is better than asking "Will you return my money?" Another good thing is to mention what you're going to do if they ignore your letter and don't reply. You can see an example of saying it in the model answer (just below the task): [Writing a Letter — 1](#).

Organisation

Writing the complete address is rarely required.

Always start with describing the problem generally, then provide further details, not vice versa.

There is a lack of linking words and expressions. I'd recommend reconstructing some of your phrases to make them more sophisticated. See an example on Page 3 and more examples of complex sentences in the already mentioned model answer: [Writing a Letter — 1](#).

Language

Letters of Complaint are formal, no contracted forms (I'm, I've) are allowed, no informal words (scammer) either. Also mind the definite article. See Pages 4–5 for details.

Content

Begovaya Street 35

Moscow

Russian Federation

1 February 2017

The Lunar Land company

33 Oxford street

London

Subject: Order No234567

← Mentioning the number of the order is a very wise thing to do.

Dear Sir/Madam

It's a good idea to mention when you bought something as well.

I've bought a Premium acre of land on the Moon from your company's official site. Firstly,

the name on Deed was printed wrong. My name is Helen Holmes, not Helen Homes; also

Lunar Land Pledge was missing. Secondly, my friend ordered the same package

"Premium". I was really astonished when I figured out our maps had the same details,

though your website tells you can give guarantee never selling land twice.

quotation from the task

I'm not satisfied with the quality of my order when it arrived, because my package wasn't

full and some data was wrong. How can you prove you are not scammers? Will you return

my money? How can you compensate for my dissatisfaction?

↑ too informal
These are not suggesting a solution that will suit you.

I look forward to hearing from you within the next two weeks.

Yours truly,

Katherine

↑ And then what? Write about your next steps to show that you're serious.

Organisation

↳ Begovaya Street 35 35 Begovaya Street
Moscow
Russian Federation
↳ 1 February 2017 February 1, 2017
The Lunar Land company
33 Oxford street
London
Subject: Order No234567

Usually these things aren't required. In ET3 letter you can write as little as

Moscow
Russia
01/02/17

and it'll be fine.

The reader doesn't expect to read about any problems yet. First make an introduction.

Dear Sir/Madam

I've bought a Premium acre of land on the Moon from your company's official site. Firstly,

the name on Deed was printed wrong: M My name is Helen Holmes, not Helen Homes; also

Lunar Land Pledge was missing. Secondly, my friend ordered the same package

"Premium". I was really astonished when I figured out our maps had the same details, It's Thirdly, because the second complaint is here

though your website tells you can give guarantee never selling land twice.

This should be mentioned in the introduction

I'm not satisfied with the quality of my order when it arrived, because my package wasn't

full and some data was wrong. How can you prove you are not scammers? Will you return

my money? How can you compensate for my dissatisfaction?

I look forward to hearing from you within the next two weeks.

Yours truly,

Katherine

Example of making a sentence more complex:
Secondly, I was unpleasantly surprised to discover that the details on my map are exactly the same as on my friend's who had ordered his Premium Package together with me.

Language

Begovaya Street 35

Moscow

Russian Federation

1 February 2017

The Lunar Land company

33 Oxford street

London

Subject: Order No234567

Dear Sir/Madam

style
I've bought a Premium acre of land on the Moon from your company's official site. Firstly,
grammar the name of *article* Deed was printed *wrong word*. My name is Helen Holmes, not Helen Homes; also
article Lunar Land Pledge was missing. Secondly, my friend ordered the same package

word order "Premium". I was really astonished when I figured out our maps had the same details,
though your website tells you can give *article* guarantee *preposition* never *article* selling land twice.

style I'm not satisfied with the quality of my order when it arrived, because my package wasn't
full and some data was wrong. How can you prove you are not scammers? Will you return
synonym my money? How can you compensate for my dissatisfaction? *style*

I look forward to hearing from you within the next two weeks.

Yours truly,

Katherine

Language (corrected)

Begovaya Street 35

Moscow

Russian Federation

1 February 2017

The Lunar Land company

33 Oxford street

London

Subject: Order No234567

Dear Sir/Madam

I have I bought a Premium Package (because it's not the acre that is Premium).

I've bought a Premium acre of land on the Moon from your company's official site. Firstly,

the name of ^{the} Deed was printed wrong. My name is Helen Holmes, not Helen Homes; also

^{the} Lunar Land Pledge was missing. Secondly, my friend ordered the same package

"Premium". I was really astonished when I figured out our maps had the same details,

though your website tells you can give ^a guarantee ^{of} never selling ^{the} land twice.

I am I'm not satisfied with the quality of my order when it arrived, because my package wasn't

full and some data was wrong. How can you prove you are not scammers? Will you return ^{then} I was not satisfied (or you can keep 'am', but

my money? How can you compensate for my dissatisfaction? =inaccurate =Swindler/fraudster change all the rest into the present, too).

I look forward to hearing from you within the next two weeks.

Yours truly, = Yours faithfully (British; 'truly' is American)

Katherine

Task

You bought an acre of land on the Moon from the online company [Lunar Land](#). However, you were not satisfied with the quality of your order when it arrived.

Look at the screenshots of the Lunar Land site and the notes which you have made (Page 2). Then **write a letter of complaint** to the manager of the company. Mention all the information from your notes and ask for a solution that will suit you.

Write about 150–180 words.



I bought this one.

Lunar Land Pledge was missing

My name is Helen Holmes, not Helen Homes!

Standard	Premium	Deluxe
<p>\$29.99</p> <p>1 Acre</p> <p>Lunar Land Documents</p> <p>Futuristic Packaging</p>	<p>\$39.99</p> <p>1 Acre</p> <p>Lunar Land Documents</p> <p>Futuristic Packaging</p> <p>Name Printed on Deed</p> <p>Automatic Registration</p>	<p>\$69.99</p> <p>1 Acre</p> <p>Lunar Land Documents</p> <p>Futuristic Packaging</p> <p>Name Printed on Deed</p> <p>Automatic Registration</p> <p>Framed - Lunar Deed</p>

What's Included in our Moon Packages?

Lunar Land Map
Marks a dot showing the exact location of the purchased lunar land estate property by quadrant, lot number, latitude and longitude.

Lunar Land Deed
Legal document listing the actual location of the purchased lunar land property by quadrant, lot number, latitude and longitude.

Lunar Land Pledge
Outlines the functions and basic structure of the International Association Of Human Planetary Exploration (IAOHPE).

7. What guarantee do I have that you won't sell the same property twice? No property is sold twice. The land has been carefully mapped out and a databa

Lie!
My friend has a map with the same details!