

## **Features of a Letter of Complaint**

### **Language features**

- Formal
- First person
- Emotive language
- Exaggeration
- Rhetorical questions
- Events in past tense
- Current feelings / expectations in present tense
- Logical connectives (Firstly, After...)
- Powerful adverbs (absolutely furious, utterly disgusted)
- Technical vocabulary (establishment, company, reputation)

### **Structural features**

- Opening paragraph to introduce the problem
- Middle paragraphs cover each point of complaint
- Conclusion sums up problems and says what you expect to happen
- Date
- Dear Sir / Madam
- Yours faithfully / sincerely
- Address
- Links between paragraphs (refer back to previous points)