

Letter of Complaint



The conventional business letter differs somewhat in format from the military letters seen in previous tasks.

Business letters are written for a variety of purposes: to make a complaint, to place an order, to make a reservation, to apply for a job, etc.

Letter #1

Canadian Forces Base St. Jean
15th Dental Unit
Richelain, Quebec
J0J 1R0
August 10, 199_

Mr. C. Jones
President
XC Computer
Montreal, Quebec
H4H 2X9

Dear Sir:

The computer equipment Model # Z-200, ordered by phone on May 2, 199_, arrived damaged and incomplete. It also arrived six weeks later than the original delivery date of June 7, 199_. This type of service is unacceptable.

The damage included a dented monitor with a cracked screen. Some of the items ordered were of the wrong type and not compatible with our equipment. Enclosed you will find an inventory list of what was received and a copy of the original order.

In addition, the phone service received when called to enquire about the order was of very poor quality. The XC employee handling the enquiry was impolite and uncooperative.

I would appreciate your looking into this matter as soon as possible and hope that it will be resolved satisfactorily.

Sincerely,

Capt P. Duff

encl.

Letter #2

Canadian Forces Base St. Jean
15th Dental Unit
Richelain, Quebec
J0J 1R0
August 10, 199_

Mr. C. Jones
President
XC Computer
Montreal, Quebec
H4H 2X9

Dear Sir:

Our unit recently ordered a computer, including a monitor, a mouse, a 14-inch printer, a summagraphic board and the Autocad program, Version 12. Unfortunately, some parts were missing. I would also like to mention that when I phoned to place the order, I was appalled by the response I received. The clerk I spoke to was very rude and I certainly didn't appreciate his manner. If your company wishes to have better customer relations, it would do well to remove obnoxious employees from customer service. I would not be at all surprised if the clerk were the one who messed up the order.

In addition, when the so-called computer finally arrived, it was six weeks late and badly damaged. We do not pay top dollars for banged up, scratched computers and monitors that are cracked. It was impossible to make the stupid machine work.

To add insult to injury, the printer and the summagraphic board were not of the type ordered. The models we received were positively archaic and certainly not compatible.

Enclosed you will find a complete list of the items we require. You may have confused our order with merchandise you were sending to the garbage dump. I would like an explanation of this disaster as soon as possible.

Sincerely,

Capt P. Duff

encl.