

应用文写作---投诉信

在生活中，人们经常会遇到一些令人伤脑筋的事情，比如消费利益受损、正常生活和工作受到干扰等，此时写投诉信不失为一个解决问题的办法。

【写作三步走】

1.表明来信所要投诉的问题，尽可能做到客观、礼貌，给读信人留下好印象。应该记住读信人不一定就是犯错误的责任人，他的合作对事情的最终圆满解决有着非常重要的作用。

2.写明投诉的原因、问题的经过及产生的后果。可以说具体的理由，也可以说问题的具体体现方式。

3.提出解决方案，不需展开。这段应体现书信的礼貌原则，可以用类似“如果你能……，我将十分感激”这样的表达方式，还要注意做到公平、公正。

【必背语句】

① 引言

▶ I am writing to express my dissatisfaction about...

▶ I write to make a complaint about...

▶ I would like to draw your attention to the problem that...

▶ I feel sorry to trouble you but I am afraid I have to request you to take corrective actions concerning...

▶ I regret to inform you it absolutely disappointed me that ...

② 展开

▶ To be frank, in the first few weeks, I got on well with... However, recently, I have discovered that...

▶ This has put us to great inconvenience. Therefore, I am returning... and would greatly appreciate if you could replace it.

▶ I am totally upset with... and can not tolerate anymore.

▶ To my great regret, they become troublemakers and affect my life seriously.

▶ Honestly, at the beginning, I was quite satisfied with your service. To my great disappointment, yesterday I found that...

③ 结尾

▶ To solve this problem, remedial action(补救措施) must be taken before things get worse.

▶ To solve the unpleasant matter, I suggest making the following changes.

▶ I shall be grateful if you could consider my situation and improve it as soon as possible.

▶ I trust you will take my complaints seriously and look forward to hearing from you soon.

▶ I understand you will give immediate attention to this matter and reply at your earliest convenience.

【常用模板】

Dear _____,

I am _____ (自我介绍). I feel bad to trouble you but I am afraid that I have to make a complaint about _____(抱怨的事情).

The reason for my dissatisfaction is _____(总体介绍). In the first place, _____(抱怨的第一个方面). In addition, _____(抱怨的第二个方面). Under these circumstances, I find it _____(感觉) to _____(抱怨的方面带来的后果).

I would appreciate it very much if you could _____ (提出建议和请求), preferably

【范文赏析】

Dear Sir,

I am Li Hua, a regular customer in your restaurant. I have been pleased with your excellent service for years but now I'm writing to express my dissatisfaction about the poor service of your waiters.

Last Saturday, I went to your restaurant to have lunch but I had an awful experience. When having beef noodles, I suddenly found there were two flies in them, which disgusted me a lot. So I asked the waiter to change another dish. Out of my expectation, he didn't change it but said in a rude manner that he was too busy to solve the problem. Needless to say, such a way of treating customers is unacceptable.

It's my sincere hope that you can investigate the matter seriously and make a formal apology to me.

I'm looking forward to a better service next time.

Sincerely yours,
Li Hua