

## IELTS General Training: Writing Task 1

### Letter of Complaint (Formal)

**You should spend about 20 minutes on this task.**

*You bought a set of speakers from a store recently and discovered that they were not working properly.*

*Write a letter to the store. In your letter,*

- *describe the problem with the speakers*
- *describe what happened when you returned them to the store*
- *explain what action you require*

**You should write at least 150 words.**

**You do NOT need to write your own address.**

Dear Sir/Madam,

I am writing to complain about the speakers that I purchased from your store on 2 October. When I attempted to use them, I detected a serious flaw.

Specifically, the problem that I noticed immediately was the sound quality. When I connected them to my laptop and played a song there was bass but not enough treble. I therefore consulted the user manual and tried to adjust the playback levels on the graphic equalizer, but it made absolutely no difference.

I returned the speakers to your store on the following day, where your assistant tested them, and she readily agreed there was a problem. She tried, for a considerable amount of time, to adjust the sound balance but was unable to improve the quality. Moreover, when she checked identical models, she found the same issue with them.

I am not satisfied with my purchase and strongly advise you to cease selling this particular model. I would like a full refund in the form of cash since that was my payment method.

Please give this matter your immediate attention.

Respectfully yours

Rose White

**182 words**