

How to write a complaint letter in the SCRAP format

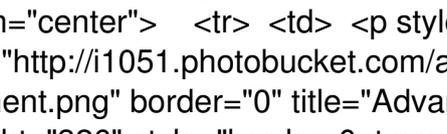
Written by Administrator

Thursday, 03 May 2012 19:35 - Last Updated Thursday, 03 May 2012 20:01

How to write a complaint letter in the SCRAP format

These days, many people begin to catch fish in the lake behind your house. What makes you worried most is they use electricity to catch fish. A lot of fish died and floated on the water surface. Other animals such as frogs, toads, and even birds also died from electric shock waves. You think that local authorities should prohibit and fine heavily anyone catching fish in this way.

Now, write a letter to the head of the local authorities to complain about the way of catching fish in the lake behind your house. Following SCRAP format.



1. How is the SCRAP format - Introduce the format of a complaint:

S = Situation: states the reason for writing

C = Complication: mentions the problem

R = Resolution: makes a suggestion

A = Action: talks about future action

P = Politeness: ends the letter politely

Mr. Nhat wrote a complaint letter to the director of L&P Company in Ho Chi Minh City. The five sections of the letter are not in the right order. Label each section with the appropriate letter: S, C, R, A or P.

<p>Dear Sir/Madam</p>	<p>I would suggest that your company should tell your drivers to clear up all the trash on the ground before leaving.</p>
<p>I am writing to you about the short stop of your trucks around my house on their way to the north</p>	<p>I look forward to hearing from you and seeing good response from your company.</p>
<p>R</p>	<p>C</p>
<p>A</p>	<p>S</p>
<p>P</p>	<p>G</p>

When the truck of your company has a short break on the streets around my house, the drivers have left lots of garbage on the ground after their refreshment. When the truck leave the place, the ground is covered with trash and a few minutes later there is smell and flies.

Faithfully,
Tran Vu Nhat

2. An short essay about problem of the fish of catching

Dear Mr. President,

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writing to you about the problem of the fish of catching in the lake behind my house.
 I am very worried because they use electricity to catch fish. A lot of fish died and floated on the water surface. Other animals such as frogs, toads, and even birds also died from electric shock waves.
 I would suggest that the local authority should prohibit and fine heavily anyone anyone catching fish in this way
 I look forward to hearing from you and seeing your response.
 Yours faithfully,</p><p>2.

An short essay about problem of having too many cars on the road</p><p>Dear Editor,</p><p>I am sick and tired of the traffic in this city! It is so bad that I can never get anywhere on time. There are too many cars on the road, and most of them have only one person in them.</p><p>Another problem is the buses. They are so old and slow that nobody wants to take them. They are noisy and very dirty. You can't even see out the windows!</p><p>Also, the taxi drivers are rude. They never know where they are going, and they take a long time to get someplace. Taxis are expensive, too. And the subway is just too crowded and dangerous. What are we going to do</p><p>George Grady</p><p>Oakville</p><p style="text-align: right;"><span style="color:

#003300;">=====Englishgoonline.com==
=====</p>