

Parent Name :

Course Name : Year 5 Guided Writing

Uploaded Date : 25-07-2017 17:58

Assignment Name : Write a Complaint letter to a Pet Store

138 Turnpike Link
CROYDON
CR0 5NY
SURREY

To: Manager
Pets at Home
SUTTON
SUT9XG
SURREY

C: This seems to be the name of the store. It must be written in capital letters.

Format: You can move the date under the place (Surrey) to be in the left hand column. Write the subject after 'Dear Sir/Madam'. Eg: Subject: Complaint against dog food.

Tuesday 25th July 2017

Dear Sir/Madam,

? You didn't feel all that at the store. You bought and went back home. It is with the stuff you bought. Eg: '..frustration I feel about the experience I had with your product.'

I am writing to express my disappointment and frustration I had at your store.

Ww: Add 'usual' here and the sentence becomes crisper.

The day before yesterday I purchased the good for my dog which I usually buy. I got home and fed my dog ^{the} food. He started to whimper and then started to vomit. There was blood in his vomit. I was terrified so we decided to take our dog (Tommy) to the hospital. We had to wait in the hospital while the doctors took him to the emergency room. Seconds felt like minutes felt like hours, while waiting for Tommy to recover. I was absolutely nervous, my whole body was shaking, I could feel my heart in my mouth. For a moment we thought we have lost him. The doctor informed us that Tommy would be needing an 'intra venous' injection and saline water to fight the infection he has developed by eating the spoiled food. My mum allowed the doctors to continue the

Ww: Better word is 'vet'. Hospitals for animals are called veterinary hospitals or simply the 'vet'.

Ww: This can be avoided as it is being repeated. Avoid repetition.

Ww: Add the conjunction 'and'. Eg: '..minutes and minutes felt like hours.'

P: Use a semi colon here. The last part is the almost the total effect of your state there. The first two parts are effects and the semi colon concludes it .

G: Wrong tense. Use the past tense 'had', just like the rest of the letter.

Ww: Better words in this context are 'gave permission' / 'permitted'

Ww: Missing preposition 'for'.

Ww: Use a better word 'informed' us that Tommy had recovered.

treatment and we rushed to pay the treatment which was really expensive. We waited for 2-3 hours until the doctor ~~said~~ he was recovered.

P: Insert the apostrophe between it and s 'it's' to show that it's two words = it is.

It was an agonising and a very scary experience for us. It's good to have him back but I hope and pray no-one has to go through this again.

Ww: Use 'and' to show that this incident is a new incident.

I am a loyal and ^{an} old customer, however, this problem has never happened before. I request

G: Remove the preposition. Incorrect as you are asking a direct request.

~~for~~ you to have some quality checks ~~for~~ the dog food. You can't take back the agonising

G: Correct preposition is 'on' ...you do the checks 'on' the dog food / you send the dog food 'for' checking.

moments we have gone through but you can refund the money for the dog food and the unnecessary

P: End the sentence here with a full stop.

money we have spent for medical expenses, the bill is ~~stapled~~ with this letter. Hope to ~~hear~~

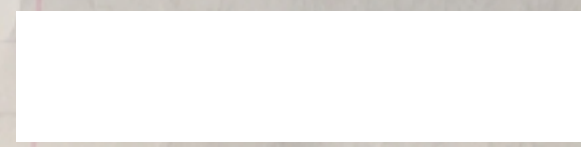
SP: Correct spelling is 'hear'.

from you by end of this week (else I will complaint to the local council.)

Ww: Rewrite this more politely - this sounds like a threat. Eg: '...this week with a positive response. If not, I will need to complain to the local council.'

Yours Sincerely,

Ww: Use 'enclosed' as it's a formal word.



Alamy

Grade:  4.5/5

Positives

- a. You have used formal language and provided good problem and its effects scenario with many expressions.
- b. Good to see enclosing documents to validate your complaint.

Scope for Improvement

Grammar & Punctuation :

- a. Use the apostrophe correctly. Detailed explanation is made in the letter.
- b. Be careful about using the correct prepositions. Places are marked in the letter.
- c. Be consistent with the tense you use. Use past tense everywhere. Places are marked in the letter.

Language, Content & Format:

- a. Use advanced and formal words to enhance your formal letter. Places are marked in the letter.
- b. Avoid repetition of words or content.
- c. Read the question carefully ☐ format is mentioned there. Write the subject.

Suggestions:

- a. For improvement in the preposition: Do practice work with incorrect & correct prepositions. Understand the difference in meaning between correct and incorrect.
- b. For improvement in spelling: Take 5-7 incorrect words from all your assignments everyday. Check the incorrect word and the correction. Learn that word till you know it correctly.
- c. For improvement in timing: Practice writing where you may lessen the content. Try to include all essential points without additional information and finish assignment. Idea is to have a complete assignment within the time frame. Gradually improve by adding content.