



**Wear  
face mask**

# A Letter of Complaint



**Wear  
face mask**





假定你是李华，在新型冠状病毒肺炎疫情如此严峻的时刻，有少数不良商家以**原价数倍**的价格销售口罩。针对这**现象**，老师让你们用英语给消费者协会写一封**投诉信**。要点如下：

1. 介绍自己，写信目的。
2. 说明情况，表示气愤。
3. 希望重视，尽快解决。

参考词汇：消费者协会 **Consumers' Association**

“tense”

**Dear Sir or Madam, / To whom it may concern,**

Para 1: Introduce yourself and show the writing purpose--your **complaint**

Para 2: State the **situation** and explain the **reasons** of complaint

(要点**2**: **convey your anger**)

Para 3: Raise your **requirements or suggestions**.  
(**Don't forget polite ending sentence.**)

Yours sincerely,

Li Hua





## Para 1: how to express your complaint

- @I'm writing to **complain about** ....
- @I'm writing to **make a complaint about/against** ...
- @I feel bad to trouble/disturb/bother you but I am afraid that I have to complain about...
- @I'm writing to bring to your attention **a bad phenomenon** ...

### Why do you want to complain?

**Because I feel \_\_\_\_\_, \_\_\_\_\_, or \_\_\_\_\_.**

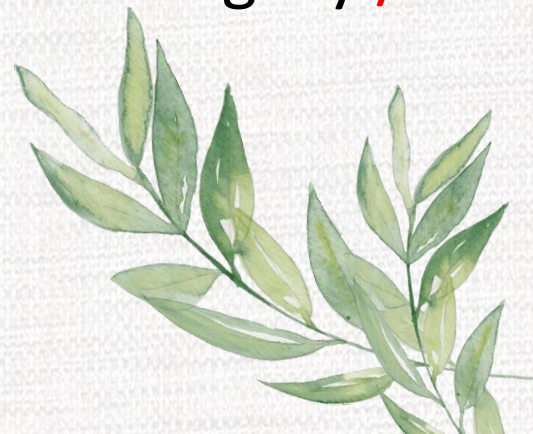
- @I'm writing to express my **frustration/ dissatisfaction/ disappointment** with your ...
- @Much to my disappointment/ frustration/ dissatisfaction, neither ...nor ...lived up to our expectation.
- @We are not satisfied with/ dissatisfied with ...
- @I am sorry to say ...was not satisfying/ couldn't satisfy our needs/demand .



## Good beginning

I'm Li Hua. I'm sorry to trouble you but I am afraid that I have to **complain about** some illegal sellers who sell masks at a high price.

My name is Li Hua, an ordinary citizen/ a high school student. I'm writing this letter to **make my complaint about** those traders who sell masks illegally / **at an excessively high price .**





## Para 2: state the situation and express anger

### 不良商家

mean/shameless/immoral/wicked

businessman/merchant/seller/trader/profiteers

### 原价数倍的价格

两倍 **twice/ double**

#### 1. A+倍数+形容词或副词的比较级+than+B

The price is several times higher than the normal price.

#### 2. A+倍数+as+形容词或副词的原级+as+B

The price is several times as high as the normal price.

#### 3. A+倍数+what+从句

The price is several times what it was.

#### 4. A+倍数+the size/height/length/width, etc+of+B



## 表示气愤: be angry/annoyed/furious/irritated/cross ( anger/ annoyance/fury/irritation)

1. We are seized by anger.
2. We could hardly contain our rage.
3. We are breathing fire and fury(激怒).
4. It really makes our blood boil.
5. Our anger boiled over(喷溢出).



## “Anger” related to facial expression

1. He gave me **a look of burning anger**. 他怒气冲冲地看了我一眼
2. He glared at me with **burning eyes**. 他眼睛冒火地瞪着我。
3. His **brow(眉毛) clouded** with anger. 他气得眉头紧锁。
4. His **voice trembled** with anger. 他气得声音发抖。



## Good description

Nowadays, almost everyone **is desperately fighting with the virus** while in an attempt to seek profit, some wicked merchants sell masks at a price several times higher than the original one, regardless of the law. I am extremely angry about what they have done.

Presently the epidemic situation of COVID-19 is still not controlled. Masks **are greatly needed**. However, some sellers just sell them at a price several times as high as the original one, which makes my blood boil.

At present the Corvid-19 is spreading all over our country, even throughout the world and masks have become a necessity. Therefore, a minority of profiteers **selling** masks at a price several times what the original price was makes me hot under the collar.



## Para 3: raise your requirements

- I **hope** you will **pay particular/immediate attention to** the problem I have mentioned, and **respond** immediately.
- Your **prompt attention** and early reply will be appreciated.
- **Hopefully**, you will **attach great importance to** the problem and **cope with** it as soon as you can.
- It's my sincere **hope** that proper **measures** ought to be **taken** to prevent this incident from happening again.
- I'd appreciate it if you could **make efforts** to **have** this matter **settled/ solved**.
- Please let us know instantly you **take legal action** to **solve the problem**.
- I look forward to your satisfying reply and **proper resolution** to the serious problem.



## Good ending

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

Therefore, I strongly suggest that you **attach great significance to** it and **take action** to punish those sellers. I hope you could **take my complaints seriously** .

I hope you could **take this situation seriously** and **start to solve** it soon. I am **looking forward to your early reply**.





Dear Sir/Madam,

I am Li Hua, a student with a sense of justice and responsibility. I feel bad to trouble you but I am afraid that I have to complain about the immoral acts of some wicked businessmen.

As is known to all, we Chinese are now faced with an extremely (extreme) severe situation fighting against the COVID-19. What makes me shocked (shock) and furious is that some mean merchants are selling face masks at a price several times as high as the original price to make dirty profits, which not only puts tens of thousands people's lives at risk but has a serious impact on society. What they have done (do) is beyond endurance as well.

I would appreciate it if you could severely punish such behavior, preferably delivering (deliver) medical supplies to where they are needed (need) greatly in time. Thanks for your consideration. I am looking forward to your early reply.

Yours sincerely,  
Li Hua





## Writing Sample

To whom it may concern,

I am Li Hua, a senior school student. **I am extremely sorry to disturb you, but I have to write a letter to convey my complaint and dissatisfaction.**

The coronavirus epidemic is still tough and annoying. However, you can't imagine that a small number of businesses are so mean as to sell the face masks at an unreasonable price. It is said that it can be **several times as high as the normal price.** My classmates and I **are burning with anger.**

I hope Consumers' Association can give much attention to this. I'd appreciate it if you can cope with it as early as possible.

Yours sincerely,

Li Hua





## Writing Model

Dear \_\_\_\_\_,

① I am \_\_\_\_\_ (自我介绍). ② I feel bad to trouble you but I am afraid that I have to make a complaint about \_\_\_\_\_ (投诉内容).

③ The situation of \_\_\_\_\_ is getting more and more serious. (说明情况) ④ In the first place, \_\_\_\_\_ (抱怨的一个原因). ⑤ In addition, \_\_\_\_\_ (抱怨的另一个原因). ⑥ Under these circumstances, the negative consequences could be multiplied if this problem cannot be handled immediately. (如果问题不能马上解决, 后果会更糟糕).

⑦ All in all, There is still much room for improvement. (该问题有改善的空间) ⑧ I would appreciate it very much if you could \_\_\_\_\_ (提出要求或者建议), ⑨ and I hope you can have this matter settled by \_\_\_\_\_ (最后期限). ⑩ Thank you for your consideration and I will be looking forward to your reply. (礼貌结尾)

Yours sincerely,

Li Hua