**应用文07 投诉信**

**范文展示**

假设你是李华，你在一家商店购得劣质商品，遂与营业员交涉。但该营业员对他态度粗暴，不予受理，你为此向经理写一封投诉信。

　　注意：1、词数100左右;2、信的开头和结尾已为你写好，但不计入总词数;3、可适当增加细节，以使行文连贯。

【参考范文】

May 18, 2020

Dear Manager,

Now I am writing to tell you that I bought a TV set from your shop several days ago. But when I brought it home and turned it on, I found it didn’t work properly. So I took it back to the shop and told the assistant what had happened. To my surprise, your assistant didn’t help me to solve the problem. On the contrary, he shouted at me rudely and refused to examine it.

I know that your shop enjoys a high reputation of good service, so I bought the TV set in your shop. But today, I am sorry to find that such service should have happened in your shop and your assistant didn’t seriously think of the interests of customers.

I hope you will look into the matter and give me a reasonable explanation. I am waiting to know how you will deal with it. Thank you for your consideration and I am expecting an early reply.

Sincerely yours,

Li Hua



**1.投诉内容。**一般放在信的开头。常用的表达法有：

I am writing to you about... which I received/bought ...

I am going to complain about ...

I am sorry to have to return with this letter... which I received/bought...

**2.投诉原因。**一般讲述对商品质量或售后服务不满意的地方。常用的表达法有：

When we checked..., we noticed...

When I took... out of the bag and examined... closely, I found...

When I unpacked... and tried to use it, it did not work.

**3.希望得到的结果**。常用的表达法有：

Please let me know what you intend to do in this matter.

I am returning... under separate post and look forward to receiving a full refund of...

In view of the inconvenience that this has caused, I feel you should...

必背模板

模板①

Date,

Dear …,

I am writing to complain about…(交代具体的是由及其起因等)

I trust you will take my complaints seriously and... (交代自己的要求)If it is not properly settled, I would ask you to give back my money, or I would complain to the concerned authorities.

 Yours sincerely,

.......(落款签名)

模板②

Date,

 Dear …,

 I am writing to inform you that I find…(所针对的物件等)unsatisfactory…..(简述事由及个人的要求等)

 I hope you attach importance to this matter, and help settle it as soon as possible.

 Yours sincerely,

 ...(签名)

思路点金

**一、投诉信的具体细节**

①首段：注意客观礼貌

a. 自我介绍;

b. 引出投诉内容

c. 表明目的要求。

②主体：展开说明投诉原因、具体理由或后果，注意内容充实，符合交际习惯。

a. 详细说明情况，中肯提出问题;

b. 提出改进建议，表明希望如何解决;

c. 拓展题目内容，尤其要强调如何问题不解决所带来的后果。

③尾段：提出解决方案，不用展开，注意公平公正、礼貌原则。

a. 表达强烈愿望，希望上述问题得到迅速恰当的解决;

b. 有时可就问题的解决限定时间;

c. 对有关人员的努力表示感谢;

d. 希望尽快得到满意答复。

**二、投诉信的框架**

文章的整体框架按照上述标准进行，具体到没一句的把握则如下：

**第一部分：提出抱怨并表示遗憾**

(1) 很抱歉打扰您，但我必须郑重提出投诉。

I am sorry to trouble you but I am afraid that I have to make a serious complaint.

(2) 我很遗憾地告诉你投诉有关…….的事由。

I am sorry to tell you that there should be cause to complain about …

(3) 我真的很讨厌抱怨，但最近有一件事情确实令人烦心。

I really hate to complain, but one thing is really disturbing now.

(4)I’m writing to bring your attention to the problems I have had with …

**第二部分：阐述问题发生的经过**

**第三部分：指出问题引起的后果**

(1) 噪音影响我的睡眠，使得我在上班时间无法集中精力。结果这些天我已经搞错了好几次

The noise disturbs my sleep so that I can’t concentrate on my work during thework time, and as a result, I have made several mistakes these days.

 (2) 在这样(嘈杂)环境下我无法进行研究，我需要一间安静的房间。

For me this environment is very difficult to make studies and I need a quiet room.

**第四部分：提出批评及处理的意见或敦促对方采取措施**

 (1) 我认为是你认识到……的时候了。

I think it’s high time that you realized ….

 (2) 我们深知你们并不经常出错，但我们希望能确保这类差错不再发生。

We know that you are not generally careless, but we should like your assurance that this will not happen again.

 (3) 我必须正告贵方，除非对目前状况采取措施，否则我将被迫诉诸法律。

I must warn you that unless you do something about the situation, I will be forced to take legal action.

 (4) 坦率地所，我不再准备忍受这种状况。

Frankly, I am not prepared to put up with the situation any more.

 (5) 如果您能尽快调查此事，我将不胜感激。期待您尽快回复。

I would be very grateful if you could look into the matter as soon as possible. And I am looking forward to an early reply.

(6) I hope you will take steps to rectify(改正) this situation soon.

 (7) It is high time you took some measures to solve…

 (8) I sincerely hope such things will never take place again.

(9) You must rectify the situation, or I will take it to the court.

(10) If you can’t give me a satisfactory answer, I will complain it to the Consumer Association

**必背范文**

　假设你是李华，请你就本校图书馆的状况给校长写一封信，内容应涉及图书馆的藏书数量和更新状况、环境、服务等，可以是表扬，可以是批评建议，也可以兼而有之。

　 注意：1、词数100左右;2、信的开头和结尾已为你写好，但不计入总词数;3、可适当增加细节，以使行文连贯。

**【参考范文】**

January 6th, 2020

Dear Mr. President,

I am writing to express my concern over the Library service on the campus.

As a major in English, I find that most of the books in English in the library are outdated. So far, I have not come across a single book published after 1995. As a result, we fail to get the latest information of academic development both at home and abroad. In addition, the light in the reading room is far from bright, which does harm to our eyes. Worse still, there is no air-conditioning and we are sweating heavily still while reading. Last but not least, the newly developed electronic information system does not work well and needs further improvement. A great number of books should have been listed in the system.

There is no denying that the library has helped us a lot. But it is in urgent need of improvement. When improved, the library is certain to provide much more help with our study.

Thank you for your time. I am looking forward to your reply.

Yours sincerely,

Li Hua