

Name _____ Period _____

Letter of Complaint

Directions: Your assignment is to write a letter of complaint or a complimentary letter on a separate piece of paper. You may write an actual letter about a real complaint or compliment you have or you may make up an imaginary situation.

Note: It is also important to remember that companies need to hear about the good things their companies do. When you purchase a product that is exceptionally good, or receive service that is outstanding, it is helpful for the company to know about it. To write a complimentary letter, use the steps discussed in class, but instead of expressing a complaint, explain what you found helpful.

Letter of Complaint/Compliment Rubric

Element	1	2	3	4
Layout/ Design	Letter is unattractive or inappropriate. Text is difficult to read. It does not have proper grammar or punctuation for a complaint/ compliment letter.	Letter appears busy or boring. Text may be difficult to read. May have some grammar and or punctuation that indicates it is a complaint/ compliment letter.	The letter is eye-catching and attractive. Text is easy to read. Grammar, style, and punctuation is indicative of a complaint/ compliment letter.	The letter is creatively designed with easily read text. Grammar, style, and purpose all excellent for a complaint/ compliment letter.
Information, style, audience, tone	Information is poorly written, inaccurate, or incomplete.	Some information is provided, but is limited or inaccurate.	Information is well written and interesting to read.	Information is accurate and complete, is creatively written, and is cleverly presented.
Accurate Parts of the complaint/ compliment letter	Improper form is used.	Most complaint/ compliment letter elements out of place or missing.	Some complaint/ compliment letter elements may be missing.	Complaint/ compliment letter is complete with all required elements.
Grammar, Punctuation, and choice of words for the complaint/ compliment letter	Grammar, punctuation, and choice of words poor for a complaint/ compliment letter.	Information mislabeled or missing. Inaccurate punctuation or grammar.	Style, purpose, audience, grammar, and punctuation all fair and indicative of a complaint/ compliment letter.	Excellent job on presentation, style, grammar, and punctuation.
<i>Total</i>				