



Letter of complaint

Read this **letter**, then answer in complete sentences the questions that follow.

The Chairman,
Greenford Council

Dear Sir,

I am writing to complain about the state of the dump, formerly known as Greenford Park, which can be seen from the front of my house.

I use the word “dump” deliberately as this, in truth, is what it has become.

Are we, as local residents, expected to suffer the misuse and probable ruination of this once useful, attractive amenity without expressing our feelings?

For the last month, I have noted the following thoughtless actions that have contributed to its present condition:

- the casual dropping of litter in the form of cans, fast-food packaging, etc.,
- the deliberate dumping of an old mattress,
- damage to the few remaining trees and wild plants from vehicles either crossing the area or parking on it,
- the careless behavior of dog owners who allow their pets to foul the area without any attempt to clear up the mess that remains, thus endangering public health.

Added to these obvious forms of pollution, there is the noise from portable “music-making” devices in fine weather, which must contribute to the disappearance of the rabbits, badgers, and other species from this once beautifully unspoilt wild area.

In these days of conservation and “green” awareness, I should have thought that our council might leap at the chance to create an area that would promote the preservation of plants and wildlife.

Yours faithfully,
Mr I. M. Wild



5 Green Lane,
Greenford,
OH 44422,
April 11th

What is the writer’s reason for writing? In which paragraph does he first state his reason?

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Why does Mr Wild use quotation marks around the word “music-making”?

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.....

Reading and understanding



Answer the following questions about the *Letter of complaint* in the previous exercise.

How does the writer suggest that he is writing on behalf of everyone living in Greenford?

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How does the writer make clear his four main complaints? What are they?

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Why does Mr Wild use words such as **casual**, **deliberate**, **thoughtless**, and **careless**?

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The writer is trying to persuade the council to do something. Which words or phrases suggest this?

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Is this just a **letter of complaint**, or does it make any suggestions for improvement? If so, what are they?

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A **rhetorical question** is used to make people think, and an answer is not usually expected. Can you find the **rhetorical question** in this **letter** and write it here?

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Do you think this letter will be successful? Why do you think this?

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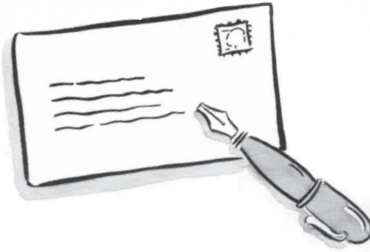
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What is the writer's reason for writing? In which paragraph does he first state his reason?

The writer's reason for writing is to complain about the state of Greenford Park. He states this in paragraph 1.

Why does Mr Wild use quotation marks around the word “music-making”?

Mr Wild uses quotation marks around “music-making” because he does not think these machines make real music.

Help your child understand that this letter of complaint is another form of persuasive writing. You may wish to look at similar letters in a newspaper.

Reading and understanding



Answer the following questions about the *Letter of complaint* in the previous exercise.

How does the writer suggest that he is writing on behalf of everyone living in Greenford?

The writer suggests he is writing on behalf of everyone living in Greenford by using the words "we" and "the local residents."

How does the writer make clear his four main complaints? What are they?

The writer makes his complaints clear by listing them with bullet points. He complains about litter, dumping, damage to trees and plants by vehicles, and fouling by pets.

Why does Mr Wild use words such as **casual**, **deliberate**, **thoughtless**, and **careless**?

Mr Wild uses these words to emphasize the selfishness of the people who damage Greenford Park.

The writer is trying to persuade the council to do something. Which words or phrases suggest this?

The words "In these days of conservation and 'green' awareness I should have thought that our council..." tell us the writer wants the council to help.

Is this just a **letter of complaint**, or does it make any suggestions for improvement? If so, what are they?

The writer suggests that the council makes the Park into an area that will promote the preservation of plants and wildlife, but he does not say how.

A **rhetorical question** is used to make people think, and an answer is not usually expected. Can you find the **rhetorical question** in this **letter** and write it here?

Are we, as local residents, expected to suffer the misuse and probable ruination of this once useful, attractive amenity without expressing our feelings?

Do you think this letter will be successful? Why do you think this?

Answers may vary



The questions on this page refer to the *Letter of complaint* in the previous exercise. These questions should help your child to understand how language can be used to draw attention to a view and also to manipulate the reader.