**Complaint Letter for an Exam:**

(insert your address)

(insert contact details)

(insert recipient title)

(insert company address)

(insert date that letter was written)

Dear Sir/Madam,

I am writing this letter of complaint to inform you about a bad experience that I had at your restaurant (give restaurant name and location) last weekend on the (insert date) whilst I was dining with my family to celebrate a birthday.

It had been my first time to visit (insert restaurant name) as it had been recommended by (online/a friend/tv). I understand that your restaurant is of a certain prestige and I would have thought that your staff would comply with this. As you can imagine, I was extremely disappointed when (give details of incident).

I would like to request that you look into this matter and speak to (insert employee name) about the incident. I expect (give details of your solution) and hope to receive a reply from you by (insert date) confirming whether you are willing to accept this.

Please do not hesitate to contact me for further information on this matter.

Yours faithfully,

(insert your full name)