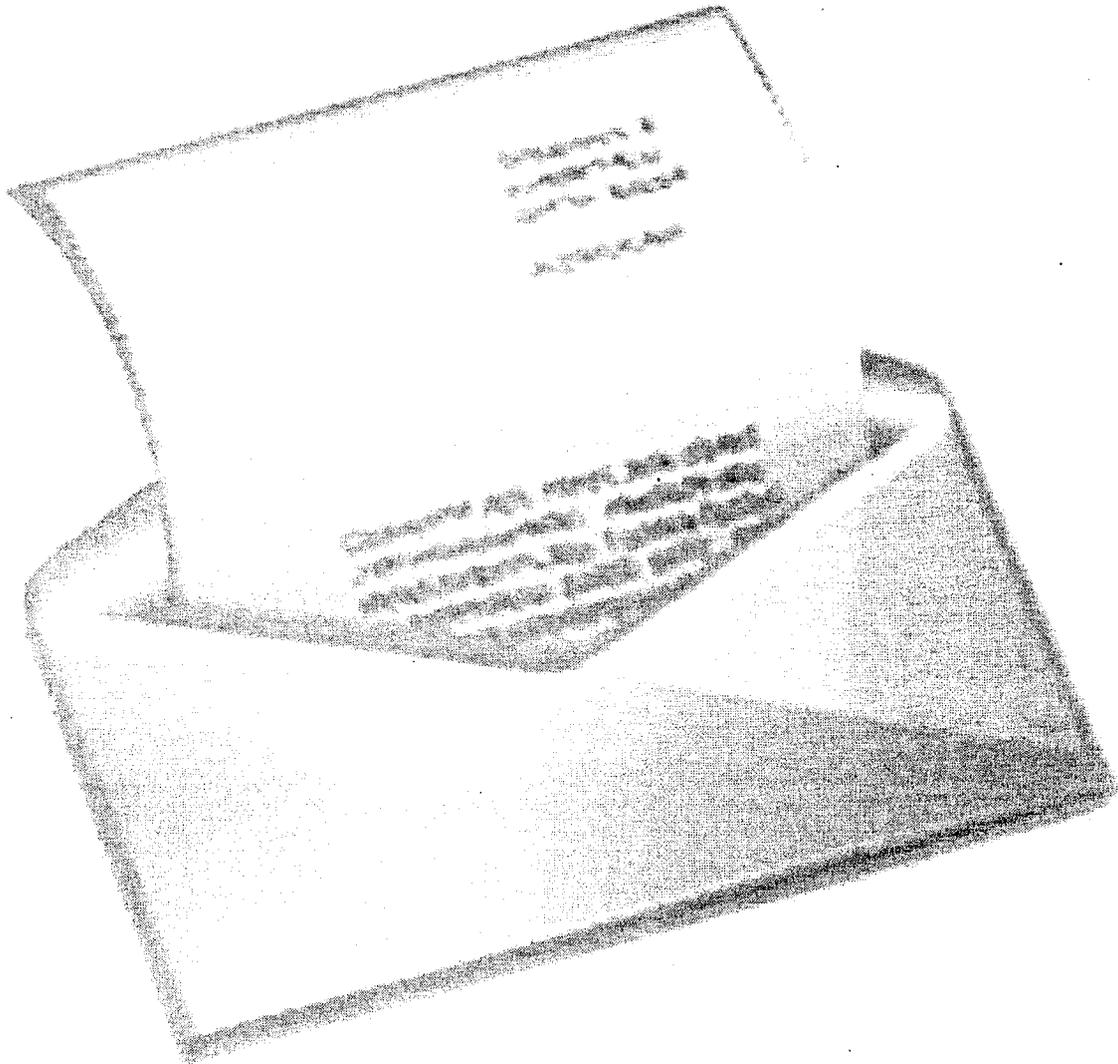


The Argument Writing Unit

- A Letter of Complaint -



Name _____

Hour _____ 6th Grade

6th Grade Writing Unit

Letter of Complaint

This packet has ALL of the tools you will need to write a successful letter of complaint. Please bring this to class with you EVERY day! If you lose this packet, you will have points taken off of your final assignment.

Argument:

Fact vs. Opinion:

Debatable Claim:

Evidence:

Parts of a Complaint Letter:

- | | |
|----|----|
| 1. | 4. |
| 2. | 5. |
| 3. | 6. |

Problem vs. Issue

Problem:

Issue:

Problem Statement:

Mode of a complaint letter:

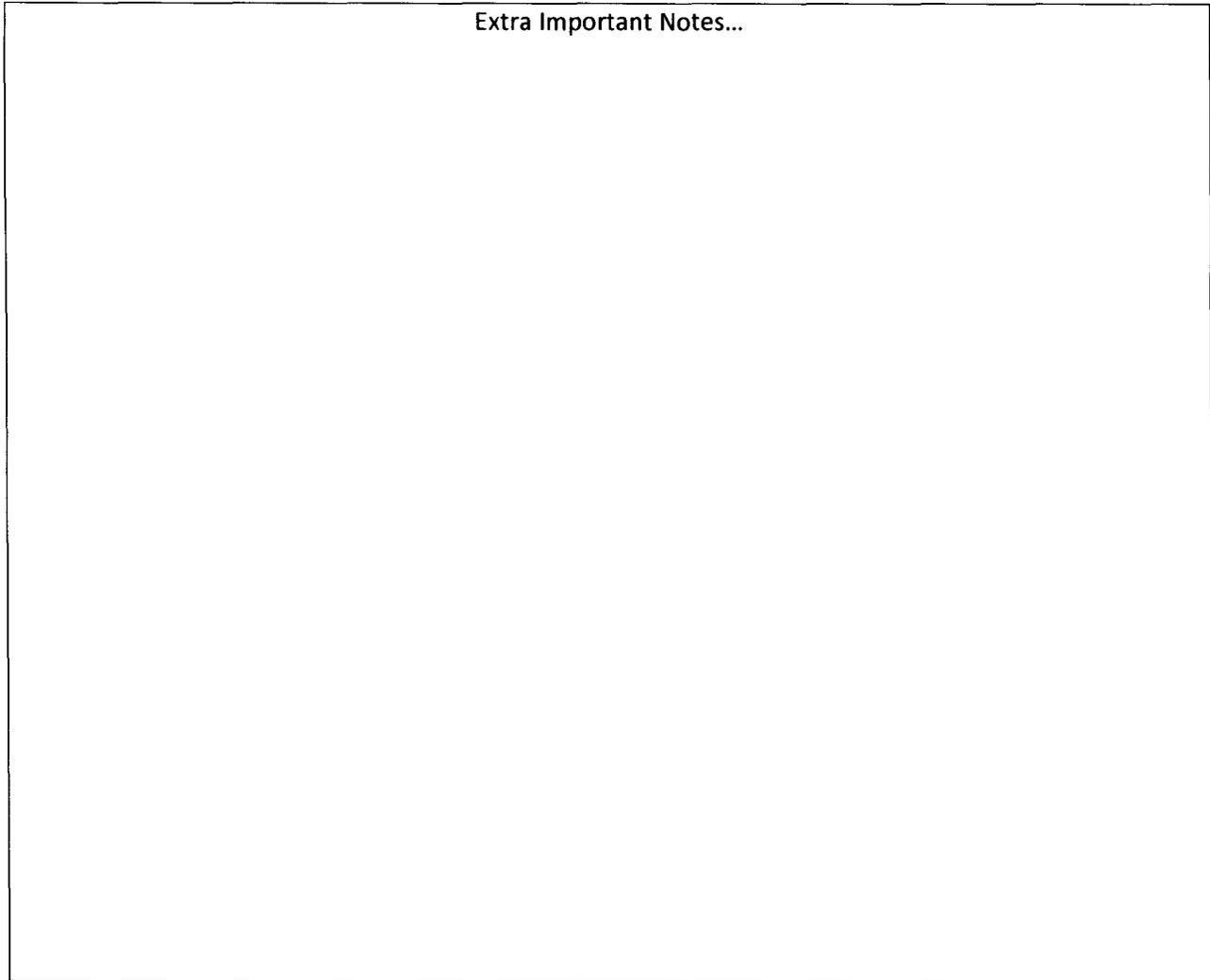
Writing Topic Viability

Example

~~Problem Viability~~



Extra Important Notes...



Mentor Text – Sample Complaint Letter

Kim Shelton
87 Morris Drive
Yorktown, TX 49813

August 1, 2010

Office of the Comptroller of the Currency
U.S. Treasury Department
Customer Assistance Group
1301 McKinney Street, Suite 3450
Houston, TX 77010-9050

To Whom It May Concern:

I was recently hit with 7 overdraft charges by Great Financial Bank during a single weekend, totaling \$217, and I believe this is unfair. I had every reason to believe my account was positive by more than \$1,000 when these fees were levied. I request your office intervene in my attempts to get these fees refunded.

On Thursday March 15, my account balance was \$45.05, and I deposited a payroll check for \$1,200 at the Great Financial Bank Yorktown branch. I asked the teller if I would be able to withdraw money from my account by the weekend, and she said more than likely, I would. I asked for a more definitive answer and she refused, but told me I should attempt to withdraw money from an ATM and if the transaction was approved, I was "good to go."

On Saturday morning, I attempted to withdraw \$50 from an ATM in Yorktown and my withdrawal was approved. Assuming my check had cleared, I proceeded to use my debit card six times during the rest of the weekend. The purchases were small – one was for \$3.89. In total, the purchases added up to less than \$50. My total transactions for the weekend were less than \$100.

Two weeks later, when my statement arrived, I discovered fees of \$217 on my \$100 in transactions. It appears from the statement that my payroll check didn't clear until Monday, putting me well into the black. But by then, the damage had been done.

I was unaware that I could repeatedly overdraw my account without being told. Furthermore, I believe the bank's teller encouraged me to overdraw my account with her advice. I don't understand how a bank can charge me overdraft fees while holding onto a check for well over \$1,000. And finally, I don't understand how the overdraft fees of \$217 -- could be twice the amount of the transactions -- \$100.

I have asked the bank to refund the fees and have received no response. The fact that banks can levy these kinds of charges to unknowing customers borders on being criminal. I request that you intervene on my behalf, help me obtain a refund, and investigate this company's overdraft and check-clearing policies. I am concerned not only about the charges I received, but the fees other banking customers are being hit with and have little or no power to recover.

Sincerely,



Kim Shelton

cc: Great Financial Bank

Your Name _____

Address _____

Date _____

Name/Address of person receiving letter

(Person)

(Address)

Salutation (Dear _____)

Background _____

Problem Statement

Details of the Problem (Include causes and immediate effects)

Farther reaching effects/ Related issues

Solution

Closing (Sincerely,)

Your Name

Cc: (anyone else receiving this letter)

Letter of Complaint Rubric

	Poor		Average		Great!
Salutation	1	2	3	4	5
Problem Statement and Background of the problem	3	6	9	12	15
Causes and Effects included	3	6	9	12	15
Effective evidence backs up argument	3	6	9	12	15
Issue is stated	2	4	6	8	10
Solution to the Problem	2	4	6	8	10
Closing	2	4	6	8	10
Letter Format	2	4	6	8	10
Spelling, Grammar, Punctuation	2	4	6	8	10

Objective: Students will be able to write a Letter of Complaint with all components included.