**Formal letter**

Two weeks ago you bought a mobile phone in your local phone shop.

The phone stopped working after three days.

You went back to the shop but the sales assistant was not too helpful, saying that you must have broken it.

**Write a formal letter of complaint to the manager.**

In your letter you should:

• Say when you bought the phone

• Describe the problem with the phone

• Explain how you were treated in the shop

• Explain what you would like the manager to do.

**Have a look at the website below to see layout and examples of formal letters.**

[**http://www.perfectyourenglish.com/businessenglish/example-formal.htm**](http://www.perfectyourenglish.com/businessenglish/example-formal.htm)