

Letters That Work

Explain a problem and request a useful response.

8.11.D "compose correspondence that reflects an opinion, registers a complaint, or requests information in a business or friendly structure."

NAME _____

DATE _____

1 READ AND MARK _____ Read it twice

YOUR JOB Underline the first body sentence stating the complaint. Circle two details explaining why it matters. Number the three requested actions separately: inspection, repair date and temporary dispenser.

A Message to the Library Director

Fictional complaint email

To: Ms. Alvarez, Library Director

Subject: Broken entrance water fountain

Dear Ms. Alvarez,

I am writing to complain about the broken water fountain beside the west entrance of Riverbend Library. On three visits this month, it produced only a trickle or stopped completely. The nearest working fountain is upstairs. Carrying a bottle upstairs can be difficult for some visitors, including people who use mobility aids.

I have seen students leave the library to buy drinks because this fountain is unreliable. Buying a drink costs money and takes time away from library activities. A working fountain near the entrance would make free drinking water easier to reach.

Please ask a maintenance worker to inspect the fountain and post a repair date. If repairs will take several days, please consider a temporary water dispenser near the entrance. Thank you for considering my request.

Sincerely,

Morgan Lee

2 ANSWER WITH EVIDENCE _____ Use the passage

1 What is Morgan's purpose, and who should receive the email?

2 What specific access difficulty does Morgan describe?

3 Name two requested actions and explain how one could help.

4 How do the subject line, greeting and closing suit the purpose and audience?

3

YOUR TURN

_____ Your own words

Draft a fictional complaint email about a school or community problem. Follow the three paragraph stages below; do not send it.

Opening and paragraph 1

Write To, Subject and a greeting on separate lines. In a first body paragraph, state the problem and give two specific details.

Paragraph 2

Explain why the problem matters to the people using the place.

Paragraph 3 and closing

Request a clear action. End courteously, then put the closing and fictional name on separate lines. Reread for clarity.

PART 1 • READ AND MARK

Underline the first body sentence stating the complaint. Circle two details explaining why it matters. Number the three requested actions separately: inspection, repair date and temporary dispenser. Accept any marking that follows this job and points at the right text.

PART 2 • ANSWERS

#	QUESTION	ANSWER
1	What is Morgan's purpose, and who should receive the email?	Morgan registers a complaint about the broken entrance fountain and requests action from Ms. Alvarez, the library director.
2	What specific access difficulty does Morgan describe?	Carrying a bottle upstairs to the working fountain can be difficult for some visitors, including people who use mobility aids.
3	Name two requested actions and explain how one could help.	Inspect the fountain, post a repair date, or provide a temporary dispenser. A dispenser near the entrance would provide water while repairs are pending.
4	How do the subject line, greeting and closing suit the purpose and audience?	The subject identifies the problem, Dear Ms. Alvarez addresses the director respectfully, and Sincerely closes a courteous request.

PART 3 · YOUR TURN (SAMPLE ANSWER)

To: Mr. Chen, Park Manager

Subject: Trash cans near the courts

Dear Mr. Chen,

I am writing to complain about the lack of trash cans near the basketball courts at Oak Street Park. After two weekend games, I saw cups and wrappers beside the benches. The nearest can is across the parking lot.

Players often bring drinks and snacks. A long walk to the nearest can makes disposing of their trash less convenient. Litter beside the benches also leaves families with a messy place to sit.

Please place a covered trash can near each set of benches and include the cans in the regular collection route. Please let park users know when the cans can be installed. Thank you for considering this request.

Sincerely,

Jordan Rivera

TEACHER ASSESSMENT NOTES

Both models are fictional. Assess a clear complaint, specific details, a useful request and three visible body paragraphs with email conventions. Accept varied reasonable requests; no real contact details are needed.