

WORLD POST DAY & THE ART OF COMPLAINT

HOW TO TURN RAGE INTO PROFESSIONAL LEVERAGE.

B2 UPPER-INTERMEDIATE | 90 MINUTES.



A man with dark hair and glasses is sitting at a desk in a dimly lit room, working on a laptop. A mug is on the desk next to him. The background is dark with some blurred lights.

MISSION OBJECTIVES

Master the history & power of
World Post Day (Oct 9th)

Acquire high-level **B2**
formal complaint vocabulary

Convert informal anger into
persuasive formal register

Write a bulletproof
formal complaint letter



10:00



WARM-UP TIME!

LET'S ACTIVATE THOSE BRAINS.
GET READY TO DEBATE!

UR SERVICE
SUCKS!!
GIMME MY
MONEY BACK 😡

UR SERVICE
SUCKS!!
GIMME MY
MONEY BACK 😡

VS

I AM writing to
express my profound
dissatisfaction with the
service...

FORMAL COMPLAINT

Dear Sir/Madam,

I am writing to express my profound
dissatisfaction with the

Sincerely,

WHICH ONE **ACTUALLY** GETS RESULTS?



WORLD POST DAY — OCTOBER 9

Established in **1969** to mark the birth of the **Universal Postal Union** (1874).

Connects **billions** of people across **192 countries** daily.

The **B2 Question**: In a digital world of instant messaging, why do physical formal letters still hold ultimate legal power?



TO LODGE / FILE A COMPLAINT

(verb phrase)

To formally and officially submit a statement of dissatisfaction to an organization.

*If this issue is not resolved,
I will be forced to lodge a
formal complaint with the
consumer ombudsman.*



SUBSTANDARD / ABYSMAL

(adjective)

FAR BELOW AN ACCEPTABLE LEVEL OF QUALITY OR
PROFESSIONAL PERFORMANCE.

I AM UTTERLY APPALLED BY THE **SUBSTANDARD**
SERVICE I RECEIVED AT YOUR BRANCH.



DAMAGED IN TRANSIT

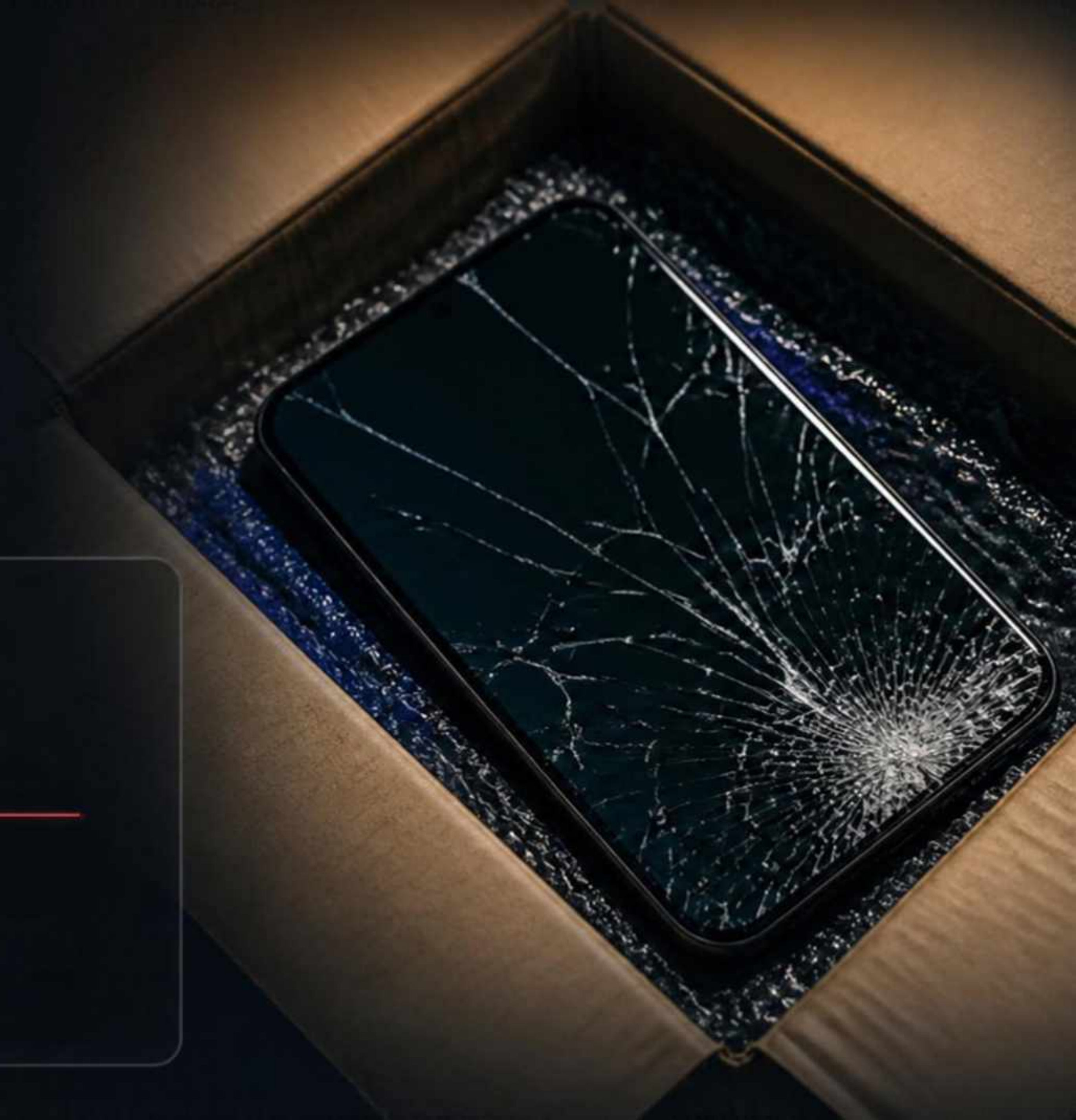
(PREPOSITIONAL PHRASE)

DEFINITION

BROKEN, RUINED, OR HARMED WHILE
BEING TRANSPORTED FROM SELLER TO BUYER.

EXAMPLE

THE DELICATE GLASSWARE WAS POORLY PACKAGED AND ARRIVED
SEVERELY **DAMAGED IN TRANSIT**.



PROMPT RESOLUTION

[NOUN PHRASE]

DEFINITION

An immediate, quick, and efficient solution to a problem.

EXAMPLE

GIVEN THE SEVERITY OF THE MISTAKE,
I EXPECT A **PROMPT RESOLUTION** TO THIS MATTER.



FULL REIMBURSEMENT / REFUND

(noun phrase)

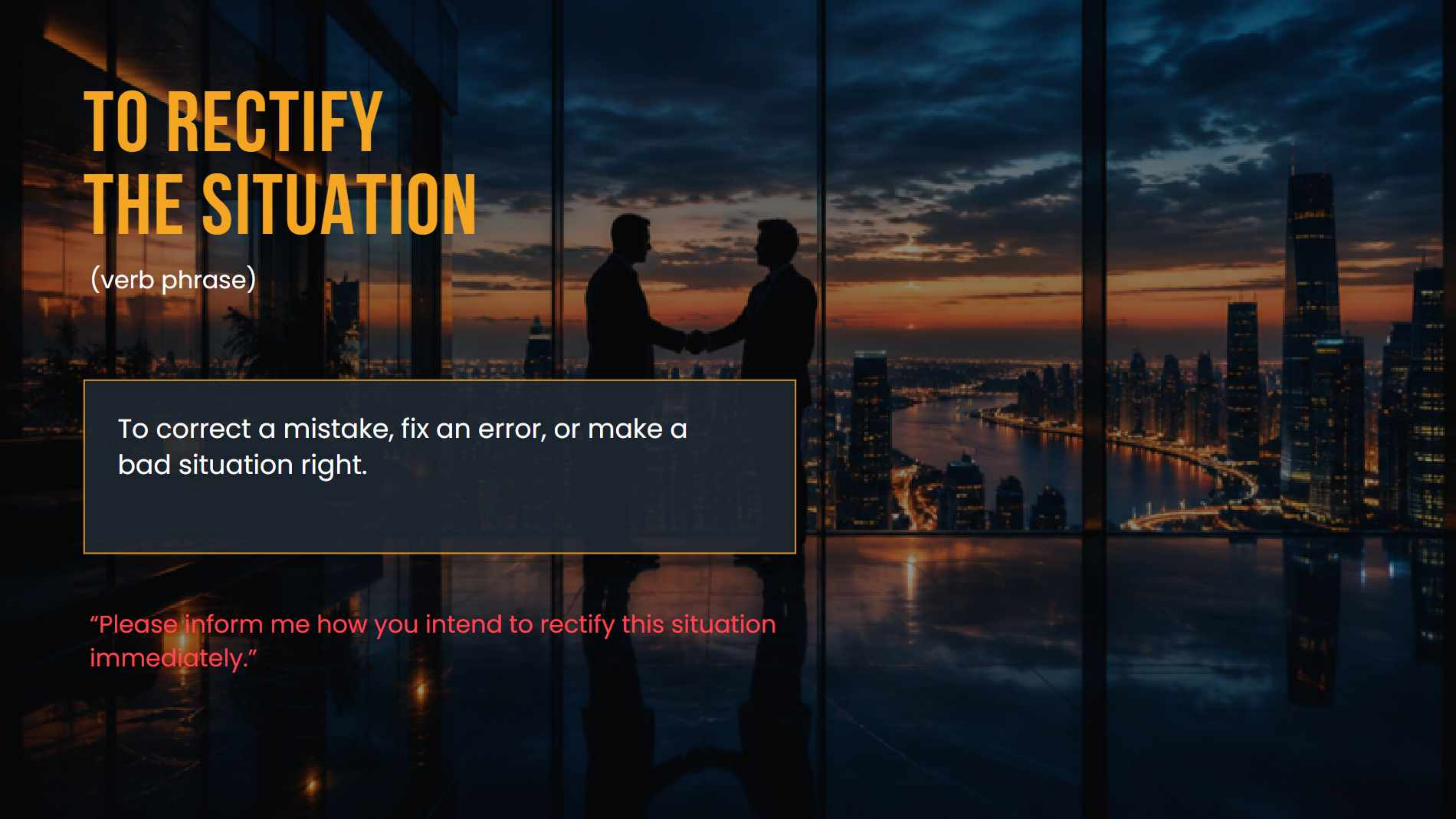
Complete **repayment of money** spent due to an unsatisfactory purchase or service failure.

EXAMPLE

I insist upon a **full reimbursement** of both the item cost and shipping fees.



TO RECTIFY THE SITUATION

The background of the slide features a high-angle view from a skyscraper looking out over a city skyline at dusk. Two men in business suits are silhouetted against the bright sunset sky as they shake hands. The city lights and the reflection of the sunset on the water below are visible. The scene is framed by the dark vertical lines of the building's windows.

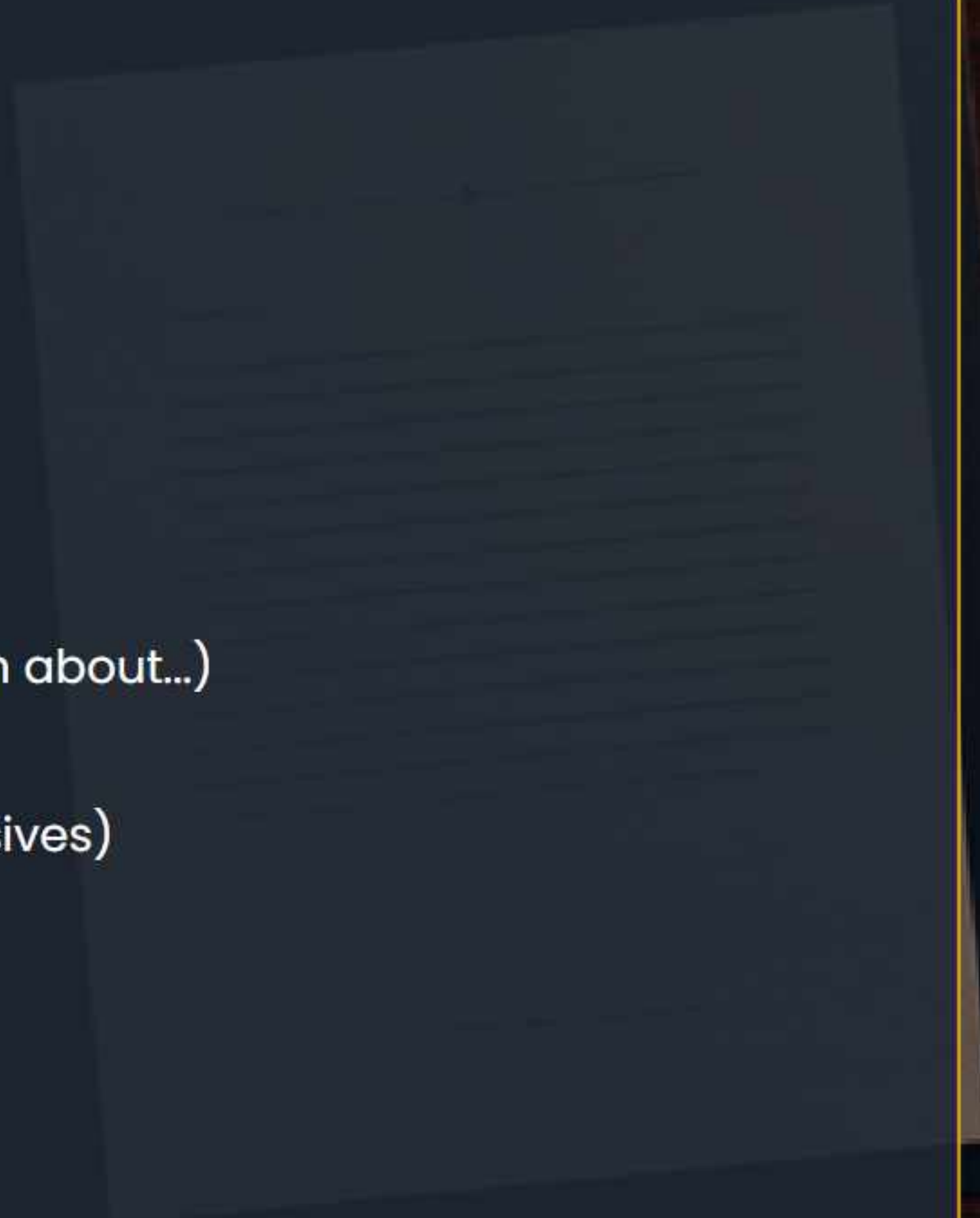
(verb phrase)

To correct a mistake, fix an error, or make a bad situation right.

"Please inform me how you intend to rectify this situation immediately."

ANATOMY OF A B2 COMPLAINT LETTER

- 1 Sender Info & Date (Top Right)
- 2 Recipient Info & Subject Line (Top Left)
- 3 Formal Salutation (Dear Sir or Madam,)
- 4 Purpose Statement (I am writing to complain about...)
- 5 Chronological Facts (Use Past Perfect & Passives)
- 6 Action Demanded (I insist on...)
- 7 Formal Closing & Sign-off (Yours faithfully,)



REGISTER UPGRADE CHALLENGE

TOO INFORMAL

"You guys ruined my order!"

"I want my money back NOW!"

"Your service is terrible."

B2 PROFESSIONAL

"The goods arrived severely damaged in transit."

"I demand an immediate full reimbursement."

"I am writing to express my dissatisfaction with the substandard service."

ADVANCED B2 GRAMMAR: INDIRECT POWER

Instead of blunt demands, use polite yet firm indirect structures:

- "I would be grateful if you could confirm..."
- "I trust you will investigate this matter without delay."
- "I feel it is reasonable to request a full replacement."
- "Unless I receive a response by Friday, I shall escalate this issue."

CONTROLLED PRACTICE: FIX THE SEQUENCE

Reorder these scrambled paragraphs into a logical complaint letter:

- A) "I look forward to hearing from you regarding how you will rectify this."
- B) "Dear Sir or Madam,"
- C) "I am writing to lodge a formal complaint concerning order #4491."
- D) "Upon opening the package, I discovered the contents were shattered."
- E) "Consequently, I insist upon an immediate full reimbursement."

TEACHER REVEAL · B → C → D → E → A

THE POSTAL DISASTER DEPARTMENT

Time to write your formal letter. Choose your crisis!

GOAL: 120–150 WORDS | FORMAL REGISTER ONLY

CHOOSE YOUR CRISIS

CARD A SNEAKER DISASTER

Limited-edition \$250 sneakers arrived 3 weeks late, crushed, and in the wrong size.

CARD B PASSPORT CRISIS

Express post lost your original visa documents before an international trip.

CARD C TECH CATASTROPHE

Overnight laptop delivery took two weeks; the screen arrived shattered and you were charged twice.

COMPLAINT LETTER WRITING TEMPLATE

[Your Name / Address]

[Date]

Global Parcel Express Customer Relations

Dear Sir or Madam,

RE: FORMAL COMPLAINT — ORDER #[Number]

I am writing to express my deep dissatisfaction regarding...

On [Date], I ordered...

However, upon arrival...

To make matters worse...

In light of these circumstances, I insist upon...

I trust this matter will receive your immediate attention and
look forward to your prompt response.

Yours faithfully,
[Your Signature]

THE PEER AUDIT CHECKLIST

Swap letters with your partner. Check their work against these B2 criteria:

- ☐ Zero Contractions? (did not instead of didn't)
- ☐ Structure Complete? (Salutation, Body, Action, Sign-off)
- ☐ 3+ B2 Vocab Words? (substandard, in transit, rectify, reimbursement)
- ☐ Tone Check: polite, firm, and authoritative — not emotional or screaming?

POST YOUR COMPLAINT!

Seal your letter in an envelope, write the recipient on the front, and drop it into the Classroom Complaint Box. The Audit Board is now reviewing your demands!

MASTER CLASS CORRECTIONS

- × I am write to complain...
- ✓ I am writing to lodge a formal complaint...
- × Yours sincerely, (to Sir/Madam)
- ✓ Yours faithfully,

Add 2–3 real student sentences from monitoring. Correct them together as a class.

THE POWER PHRASE EXIT TICKET

To leave the classroom today, approach the door and give the teacher your strongest B2 complaint sentence!

HAPPY WORLD POST DAY! YOUR VOICE HAS POWER.