

**Preparation**

1 Read the task and the letter. What is the writer's main reason for complaining? Choose a, b or c.

- The writer thinks the decision will:
- a cost young people more money.
  - b give the wrong message to vandals.
  - c have a negative effect on the environment.

Your local council has decided to stop a free bike hire scheme in your town centre. Write a letter of complaint about this decision.



Dear Sir or Madam,

I am writing to complain about the decision to stop the free bike hire scheme in our town. This scheme has been very popular, especially among young people, and I cannot understand why the council wants to stop it.

I object to the decision mainly because the bike hire scheme encourages people to cycle '\_\_\_\_\_ going by car or bus.' \_\_\_\_\_ cycling is good for the environment and good for people's health, we want as many people as possible to do it.

I understand that there have been some problems with vandalism. However, I do not think a small number of vandals should be able to change the council's policy. Surely it is possible to install security cameras, '\_\_\_\_\_ the bikes are not damaged so often.

In conclusion, I believe the bike hire scheme benefits the environment and the residents, and should continue.

Yours faithfully,  
*P Wentworth*  
 Penny Wentworth

**Writing Strategy**

Make sure you use a variety of different structures in your writing. You can form complex sentences by joining two clauses together with a conjunction (*although, because, if, or, etc.*). Use different conjunctions depending on the meaning of the clauses they introduce.

2 Read the Writing Strategy. Then complete the formal letter in exercise 1 with some of the conjunctions below.  
 although if or rather than since so unless

3 Complete the phrases for summing up using the words below. Underline the phrase that the writer uses in the letter in exercise 1.

- all balance conclusion opinion reasons
- 1 All in \_\_\_\_\_, I believe ...
  - 2 On \_\_\_\_\_, I think ...
  - 3 Overall, ... in my \_\_\_\_\_.
  - 4 In \_\_\_\_\_,
  - 5 For these \_\_\_\_\_, I strongly believe that ...

4 Read the task below. Then think about the issue and make notes.

Your local council has decided to allow buses into the town centre, which is currently pedestrian only. Write a letter of complaint about this decision.

Introduction: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Main reason to object: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

One argument from the opposing view: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Why you do not accept that argument: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Conclusion: \_\_\_\_\_

\_\_\_\_\_

**Writing Guide**

5 Use your notes to write a formal letter of complaint.

**CHECK YOUR WORK**

Have you ...

- used some conjunctions and a phrase for summing up?
- checked your spelling and grammar?