

Learning English through Popular Culture

You attended a music festival last Friday. The event started late and at the last minute, the audience was told that several groups and singers were not going to perform. The festival was a disaster from start to finish. Write a letter of complaint to the event organizers. Explain reasons for the complaint and ask for follow-up action to be taken.

Dear Event Organizers,

Complaint about the Music Festival

I am writing to complain about the poor arrangement of the Music Festival held last Friday.

As I have mentioned, the Music Festival was not what the audience and I had expected. Firstly, the venue was too small to accommodate so many people. People needed to stand instead of having a seat.

Secondly, the event started late. This is unforgivable. In order to give the audience a good impression of your company, punctuality is a must. Punctuality shows not only your company's credibility but also its moral responsibility. The host revealed the details of the problem only at the point of occurrence. Nobody tried to explain anything.

Thirdly, your company did not offer an apology to the audience about the fact that several groups and singers were not going to perform owing to your company's improper arrangement. We came to enjoy music but the event deprived us of our pleasure. No matter how great your company is, I have to say that your company has much room for improvement.

Please put yourself into our shoes. We expected professional performance and service to enjoy music. It is so disappointing to see your company with the poor service and the arrangement of the event. I demand an open apology. Moreover, I think something should be done to improve your company's service. Then I will let bygones be bygones. If no improvement is seen, I can only bring the matter to the press. I trust your company will take appropriate action.

Wishing your company every progress.

Yours faithfully,

Chris Wong

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