

You should write at least 150 words.
You do NOT need to write any addresses.
Begin your letter as follows:

Dear Sir / Madam,

My family and I have just recently been a guest at Seaside Resort in a rented apartment. Even though the view overlooking the sea was lovely, several things in the apartment were missing or unsatisfactory and I would like to use this opportunity to explain the problems leading to this complaint.

First of all, the wooden steps leading up to the door of the apartment did not meet official security standards: one step broke when my husband carried our luggage up, leaving him with a bruised leg, and two other steps were also dangerously close to breaking apart in the middle. Additionally, when my children wanted to put away their clothes in the available cupboards, one of the planks broke loose, hitting my younger son and scaring both children. Finally, the kitchen did not have enough cutlery, let alone cups, and the sink in the bathroom only worked after my husband worked on it.

As you can see, the condition of the apartment was unsatisfactory in many ways, and I would therefore like to ask for a discount of thirty per cent of the price we paid for the rent.

I hope this feedback was useful to you and will help to make Seaside Resort a better place for tourists in the future. Please report back to me regarding your plans of how to deal with this situation!

Yours sincerely,
Mrs. Angela Driftwood