✍️ WRITING · الكتابة · LESSON 07

A letter of complaint

رسالة شكوى

1st Bac
السنة الأولى باكالوريا

TEACHME AMINE

💡 رسالة الشكوى: المشكلة بوضوح ← التفاصيل والأدلة ← الحل المطلوب ← خاتمة مهذّبة.

🎯 **Write a formal letter of complaint to the mayor about an environmental problem.**

THE PLAN تصميم النص

1. **Greeting (Dear Mr / Mrs ...,)**
2. **Reason for writing (I am writing to complain about...)**
3. **Describe the problem (since when, where)**
4. **Consequences (As a result, ... Moreover, ...)**
5. **What you want (I would be grateful if...)**
6. **Closing (I look forward to your reply. Yours faithfully,)**

THE WRITING PROCESS · مراحل الكتابة

1 Think أفكّر	2 Plan أخطّط	3 Write أكتب	4 Check أراجع	5 Share أشارك

USEFUL LANGUAGE · عبارات مفيدة

- Dear ...,
- I am writing to complain about...
- For several months, ...
- As a result, ... Moreover, ...
- I would be grateful if you could...
- I look forward to your reply. Yours faithfully,

MODEL TEXT نص نموذجي



Dear Mr Mayor,

I am writing to complain about the terrible state of the park near the river in our neighbourhood.

For several months, people have been throwing rubbish, plastic bottles and old tyres near the water. As a result, the river is polluted and the smell is unbearable, especially in summer. Moreover, children play there every day, which is dangerous for their health. Several residents complained last year, but nothing has changed.

I would be grateful if you could put bins in the park, clean the riverbanks and organise an awareness campaign. I am sure that, with your help, our park can become a clean and safe place again.

I look forward to your reply.

Yours faithfully,

Hamza Bennani

ANALYSE THE MODEL حلّل النموذج

1. What is Hamza complaining about?
2. What are the consequences of the problem?
3. What does he ask the mayor to do?
4. Find three formal expressions.

LINK YOUR IDEAS اربط أفكارك

1. The river is polluted. Fish are dying. (as a result)
2. We complained last year. Nothing has changed. (but)
3. The smell is terrible. It is dangerous for children. (moreover)
4. I am writing. I want you to take action. (because)

CHECKLIST لائحة المراجعة

- [ ] I answered the task. · أجبت عن الموضوع.
- [ ] I followed the plan. · احترمت التصميم.
- [ ] I used linking words. · استعملت أدوات الربط.
- [ ] I checked capitals, punctuation and spelling. · راجعت الحروف الكبيرة والترقيم والإملاء.
- [ ] I checked verbs and tenses. · راجعت الأفعال والأزمنة.

ANSWER KEY الأجوبة

Analyse the model

1. The terrible state of the park near the river.
2. The river is polluted, the smell is unbearable, it is dangerous for children.
3. Put bins, clean the riverbanks, organise an awareness campaign.
4. I am writing to complain about..., I would be grateful if..., I look forward to your reply, Yours faithfully

Link your ideas

1. The river is polluted. As a result, fish are dying.
2. We complained last year, but nothing has changed.
3. The smell is terrible. Moreover, it is dangerous for children.
4. I am writing because I want you to take action.

SELF-CHECK · أقيّم نفسي

★ I understand · أفهم | ★★ I can practise · أطبّق | ★★★ I can use it · أستعمل

MY NOTES · ملاحظاتي