

Complaint Letter Checklist

Purpose

- Is the purpose of the letter clearly stated in the first paragraph?
- Do you use rhetorical strategies to introduce the intent of your message?

Audience

- Is the letter addressed to the appropriate recipient?
- Is the tone of the letter professional?

Organization/Logic

- Does the first paragraph describe the grievance?
- Do the next few paragraphs describe the situation?
- Is the last paragraph a closing paragraph?
- Is the intended purpose of the letter logical and realistic?

Letter Structure

- Does the letter have an introductory paragraph explaining the grievance?
- Is there an inside address with full name of recipient of the letter, recipient title, and company address?
- Is there a salutation?
- Are there paragraphs describing the grievance?
- Is there a closing that aligns with message intent?
- Is there a formal valediction or complimentary close?
- Is there a signature line with sufficient space for the signature?
- If there are attachments or enclosures, is it mentioned in the body of the letter?
- Is there a reference to enclosures or attachments (if applicable)?

Support

- Is the grievance clearly described?
- Is the grievance fully explained with facts such as dates, times, services, etc.?

Layout/Appearance

- Is there a date on the letter?
- Is the letter single spaced?
- Is the letter presented in a consistent letter format (e.g., blocked, modified, semi-blocked)?
- Is there sufficient white space using appropriate margins and line spacing?
- Are font typefaces and sizes used effectively?
- Are there appropriate line spaces between inside address and salutation?
- Are there appropriate line spaces after each paragraph?
- Are there appropriate line spaces (usually four lines) for the signature line?

Tone

- Is positive language used to describe the grievance?
- Is the tone of this letter respectful to the primary reader?
- Is the tone of this letter sensitive?

Language

- Did you effectively transition between one item to another within a paragraph?
- Did you effectively transition from one paragraph to another?
- Are there any spelling errors?
- Are the sentences grammatically correct?
- Are you using active voice?
- Are you using parallelism when constructing sentences?