

# Writing Paper

Exam Center \_\_\_\_\_  
Date of test \_\_\_\_\_  
Test-taker ID \_\_\_\_\_

<http://medicalenglishtests.eu/>



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## Task 1

You are a nurse. While on your winter holiday, you turned up at A&E with a broken arm. You want to complain about the way in which you were treated.

**Write a letter of complaint to the Head of the A&E in 180-200 words.**

The sender's and addressee's names, addresses, date as well as opening and closing remarks and signature are not included in the word count.

### Use the following information:

- sender's name: Janet Kingsley (address: 22 North Street, Norwich, NR1 1DL)
- addressee's name: Anthony Sanders, Head of A&E (address: Hospital, 1805 Hennepin Avenue, Glencoe, MN 55336)
- date: 29/12/19
- communicative purpose: complaining about the way in which you were treated

### In your letter:

- describe your visit at A&E (27/12/19) with a broken arm (one could see both parts of the bone)
- complain that you did not get pain medication (but you asked for it)
- acknowledge a good thing during this visit
- complain about staff
- complain about poor hygiene in the waiting area
- demand a response and explanation

**Model answer**

22 North Street  
Norwich  
NR1 1DL

29th December 2019

Anthony Sanders  
Head of A&E  
Hospital  
1805 Hennepin Avenue  
Glencoe, MN 55336

Dear Mr Sanders,

I wish to make a complaint about the unsatisfactory service I received as a patient in your hospital on 27 December, 2019.

I presented at A&E with an acute pain in my left arm and pieces of the fractured bone visible through the swollen area as a result of a skiing accident which had taken place two hours before. My request for some analgesics to ease the pain was refused. I cannot understand why; as a nurse myself I would certainly try to alleviate the patient's suffering.

Furthermore, I would like to express my dissatisfaction with the triage nurses' unprofessional behaviour. Not only were they rude and patronizing, but they also gossiped about patients indiscreetly. I must admit, however, that the procedure itself was well organized and the waiting time was not very long even though I was tagged green.

Lastly, hygiene seems to be subject to some improvement. I observed that it took more than 20 minutes for the domestic staff to clean a spillage in the waiting area.

I hope you will address these issues promptly and thoroughly. Please contact me at the above address or by email at [j.kingsley@mail.uk](mailto:j.kingsley@mail.uk).

I look forward to hearing from you.

Yours sincerely,

Janet Kingsley

Janet Kingsley

*(199 words)*