

## Writing Paper

Exam Center \_\_\_\_\_

Date of test \_\_\_\_\_

Test-taker ID \_\_\_\_\_

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## Task 1

### Write a letter of complaint about the following situation:

Your 7-year-old daughter was suffering such an acute dental pain that part of her face got swollen. You took your daughter to the dental practice dealing with emergency cases. You want to complain about waiting too long to receive emergency treatment and the way you and your daughter were treated.

### Write a letter of complaint in 220-250 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: Anna Robertson, 1 The Avenue, London, AT1 2AB UK, Tel: 010 232 3205
- addressee's name: John Clarke, Complaints Manager, NHS Complaints Advocacy Voice Ability, United House, North Road, London, N7 9DP, UK
- date: 20/03/2020
- communicative purpose: complaining about inadequate response to emergency situation

### In your letter:

- date and place of appointment: 16/03/2020, Urgent Dental Care, 2a Highfield Ave, London NW11 9ET
- describe: situation
- emphasize: not treating your case as a priority
- complain: rude staff
- require: full investigation
- require: official response

**Model answer**

1 The Avenue,  
London,  
AT1 2AB  
UK  
Tel: 010 232 3205

John Clarke  
Complaints Manager  
NHS Complaints Advocacy  
Voice Ability  
United House  
North Road  
London, N7 9DP  
UK

20th March 2020

Dear Mr Clarke,

I am writing to complain about the way emergency cases are dealt with in the Urgent Dental Care located in 2a Highfield Ave, London NW11 9ET.

My 7-year-old daughter was suffering from such a severe dental pain that she could not sleep and the entire right part of her face got swollen. That is why I took her to the Urgent Dental Care on 16/03/2020. When we arrived there at quarter to 8 p.m., we were first who came to the clinic, However, nobody attended us, as there were other patients who had arranged their appointments earlier starting to show up. After waiting for one hour and suffering unbearable pain not only did my daughter not receive any treatment, but the receptionist also rudely explained that they follow the “first come, first served” rule. As we did come first, I found this explanation so insulting that we left the clinic without any service received and managed to arrange an appointment with another dental practice which provides emergency dental care.

I would like the following point to be addressed in response to this complaint. Was the reaction of the dental practice to the emergency situation adequate?

I would appreciate it if you would carry out a full investigation into my concerns and provide a response in accordance with the NHS Complaints Procedure.

I look forward to hearing from you.

Yours sincerely,  
Anna Robertson

*(230 words)*