

Letter of Complaint (WC U.4, P.41)

4<sup>th</sup> Jun, 14

Dear sir/ madam,

I am writing to complain about the environment and the tutor of your tutorial center. I was extremely disappointed with the lessons.

Last month, I took the English tutorial lessons which taught by Ivan Ho, the celebrity tutor. First, the environment is a big problem. I was assigned to have the lesson in Room A. When I entered the room, I was amazed by what I saw. There were over 60 students in a standard-sized classroom. I felt extremely uncomfortable in such a cramped room with very poor ventilation. I could not concentrate on my lesson in such a poor environment. It was stressful to learn under such a large class size. Also, the tutorial center was not well managed. There was no staff to give instruction to us. I was really upset about the environment.

Second, the tutor, Ivan Ho, was supposed to be good teacher since he was named an expert and celebrity tutor. But he doesn't seem knowledgeable in English. He knew nothing about the Elective Modules that we need to study, the examination requirements and new examination format. Also his attitude was disappointing me. He used most of the time to tell bad jokes and unrelated stories instead of teaching.

I hope that you can look into the problem, and deal with the environment and tutor. I hope I can attend a satisfactory lesson later.

Yours faithfully,

*Chris*

Chris Wong