

You should spend about 20 minutes on this task:

A flight you recently took was delayed for 12 hours. Write a letter of complaint to the airline company.

- Give details of the flight and delay
- Explain what problems the delay caused you
- Say what you would like the airline to do

*Write at least 150 words.*

You do NOT need to write any addresses.

Begin your letter as follows:

Dear Sir or Madam,