

# Letter of Compliment or Complaint

You will exercise your “Right to be Heard” by writing a letter of complaint or compliment. You will choose one of the two prompts below:

**#1: Write a letter in support of, and complimenting Panera Bread for their efforts to be transparent and to have our nutritional best interests at heart when purchasing, preparing and selling foods to their customers. Why should they continue to do this?**

**#2: Write a letter of complaint to the fast food eatery or restaurant you provided in question #9 (from the letter questions) about why they are not transparent in their food standards. Use the reason(s) you chose them in the first place as a base for your dissatisfaction with them when it comes to their purchasing, preparing and selling products to you and other consumers. Ask them if they will make the effort to change and if not, why?**

Step 1: Circle the prompt above that you selected to write your letter.

Step 2: Write a rough draft of your letter. Be sure to look at the rubric criteria.

Step 3: You will peer edit each other’s letters. The teacher will direct you as to how this will happen.

Step 4: Once your letter has been peer edited, you will “TYPE” your letter, correcting all errors. Sign and return to me. Be sure to include self-graded rubric.

Step 5: You will look up the address to the company you are writing and neatly hand address your envelope (make sure it is legible). Be sure to include your name and the school’s return address. Return to me.

Step 6: Once letters and envelopes have been proof-read and graded you will prepare it for mailing.

Step 7: If or when you get a reply, bring it to class to share and to receive extra credit.

**Rubric: Self-Grade prior to turning in the letter.**

Letter Criteria (x5)	Self-Grade	Teacher Grade
Your Name & School Address & Date		
Name & Address of Food Eatery or Restaurant		
Greeting followed by colon		
Specific details about the company you are writing		
Your compliments or complaints are clearly described		
A remedy or request is included		
Firm concluding statement is present		
Formal closing and signature		
Letter & envelope are neatly typed with no errors		
Letter has been mailed		
Total		