

"Wilson" Barracks  
High Hill  
Kampala  
10 October 2011

"Delicatessen" Company  
37, Campbell road  
Kampala

Dear Mr. Oaten,

I am writing to complain about the poor service we receive in the Mess, where your company is providing its service.

**Comentario [s1]:** Provides the catering service

**Comentario [s2]:** Number of staff

**Comentario [s3]:** Serving the entire

**Comentario [s4]:** That people have

Having spoken several times about the limited staff who are attending the whole Mess, and observing the people are complained about the situation. Therefore, I am forced to write this letter.

**Comentario [s5]:** 'I am therefore forced'- make this the end of the first sentence, otherwise the first part of the paragraph doesn't make sense-it's not a sentence.

**Comentario [s6]:** Spoke about how I had

One month ago, we talked about that I observed people spending half an hour in the queue to get a meagre meal which is cold at the end of all. You explained me some of your staff left work, and you needed time to replace them.

**Comentario [s7]:** By the time they start to eat it.

**Comentario [s8]:** told

**Comentario [s9]:** had left

**Comentario [s10]:** that you

**Comentario [s11]:** find

**Comentario [s12]:** right

I do not how long is taking to get a new staff, although, if you had found the appropriated personnel I would have notice a better service, and it is not the case in that moment. Other possibility, two shifts, in the lunch and dinner, were mooted by the Commander, but, this solution was not successful.

**Comentario [s13]:** think the service would have improved

**Comentario [s14]:** this

**Comentario [s15]:** at the

**Comentario [s16]:** another

**Comentario [s17]:** one at lunchtime and the other at dinner

**Comentario [s18]:** was

Having observed long time ago the deficient in the obligations your company acquired in the moment you got the contract with us.

**Comentario [s19]:** 'I have now observed a failure to meet the terms of our contract over a considerable period of time...' -carry this sentence on in the next paragraph with 'moreover'. Sometimes it's ok to write long sentences in English, especially in letters of this nature-legal /business etc.

Moreover, in the point 3.4, it refers a disagreement could cancel the contract directly "...if any of the signatories do not agree with the service provide, the contract may be rescinded at any time..."

**Comentario [s20]:** Point 3.4 it is stated that

**Comentario [s21]:** Be the basis for the immediate cancellation of the contract

**Comentario [s22]:** provided

For all the above, I am obliged to cancel the contract we signed; from this moment, I quote you, on 18<sup>th</sup> October, in Roberts' law firm, to terminate our working relationship.

**Comentario [s23]:** of the above reasons

**Comentario [s24]:** I would like to meet you

Yours faithfully,

**Comentario [s25]:** If you know the name of the person you are writing to it is usual to finish a letter with 'yours sincerely'.

David Martinez