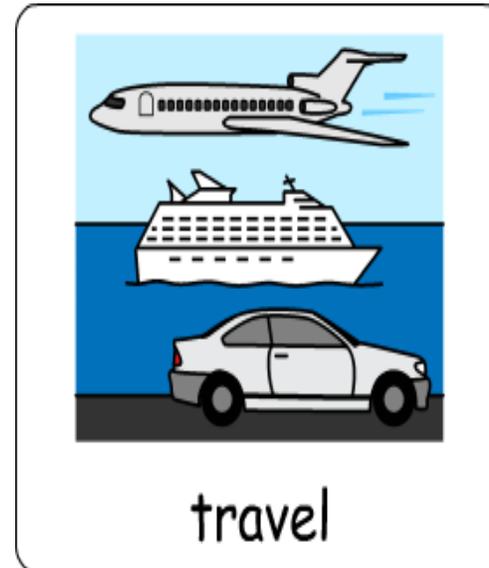
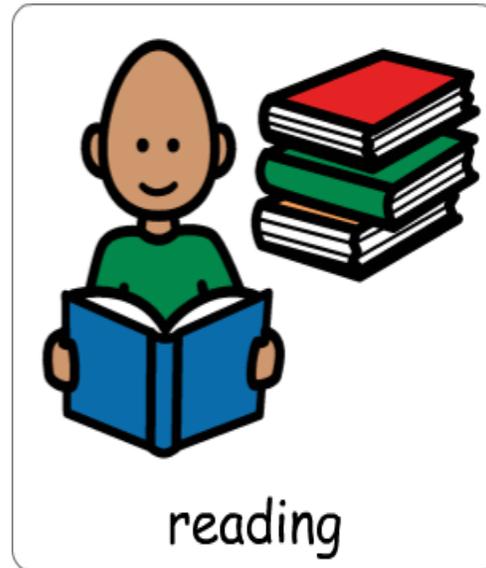
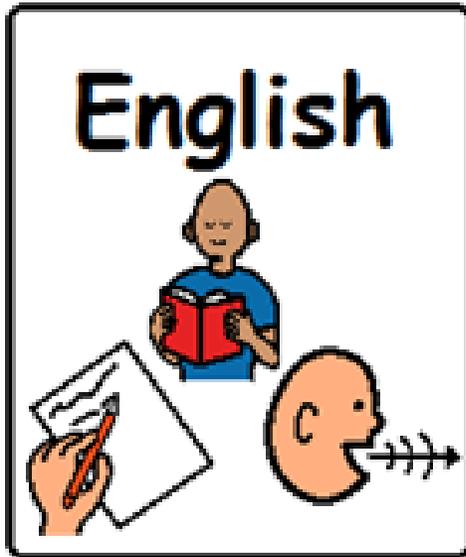
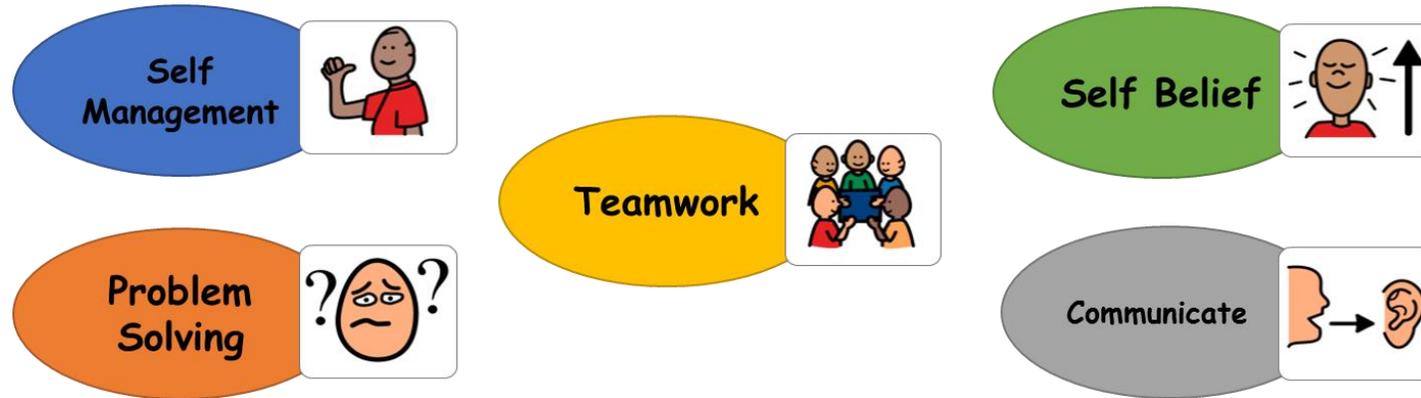


# KS4

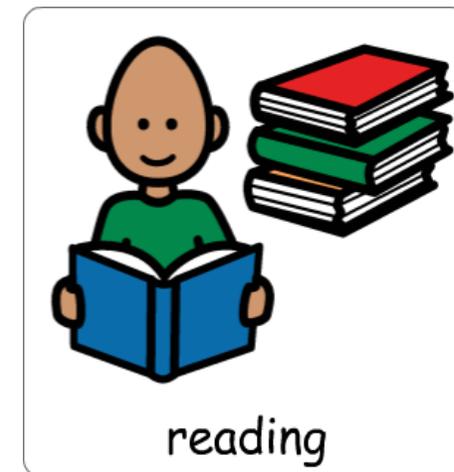
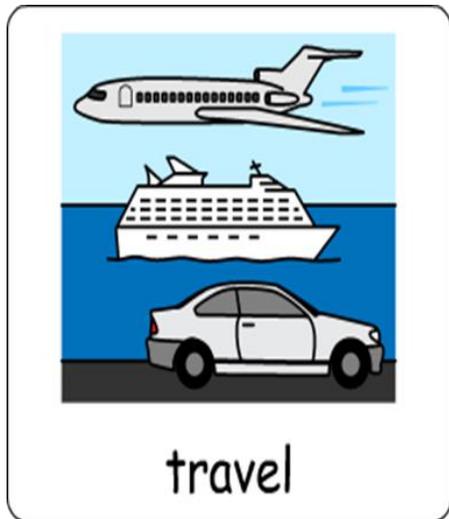


Please write your name, date and learning objective at the top of a piece of paper.

Learning objective: I can extract key information from a text.

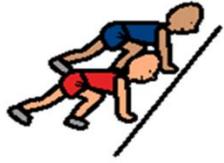


# Key words:



complaint

starter



Look at the two pictures, can you find 6 things that are different?

Problem Solving



starter



How did you do?

Problem Solving



Jim has returned from a bad holiday and has made a **complaint** to the holiday company.



A **complaint** is when you express your unhappy feelings about a situation.

What do you think might have happened on his holiday?

Communicate





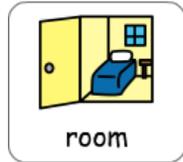
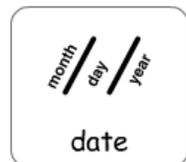
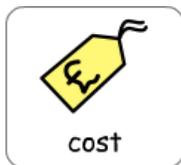
# • Can you identify the features of the complaint form?



Jim Jones

01/07/2020

Spain



Dear Sunshine holidays,

I am writing to complain about my holiday, I am very upset about my holiday to Spain.

The food was horrible, it was so greasy, I could not eat it.

My room was so small and had ants in it and the beds were not made for us.

I had paid £400 for this trip which is a lot of money.

We got a plane to Spain but we were delayed by 20 hours.

The staff at the hotel were rude and unhelpful.

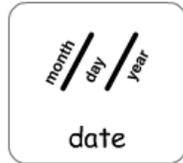
# Complaint form

Problem Solving



name

Jim Jones



date

01/07/2020



where did you go?

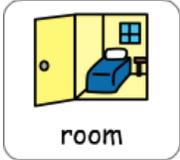
Spain



what was bad?



food



room



cost



travel



delays



staff

Dear Sunshine holidays,

I am writing to complain about my holiday, I am very upset about my holiday to Spain.

The food was horrible, it was so greasy, I could not eat it.

My room was so small and had ants in it and the beds were not made for us.

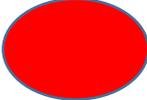
I had paid £400 for this trip which is a lot of money.

We got a plane to Spain but we were delayed by 20 hours.

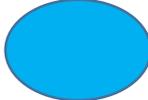
The staff at the hotel were rude and unhelpful.

# Main activity

1. Go to the slide for your colour group and identify the features of the complaint form then read the information and answer the questions.

Red group 

Green group 

Blue group 

Blue group - class Hudson 

# • Read the complaint form

Problem Solving



Name

Jim Jones

Date

01/07/2020

Where did you go?

Spain

What was bad?

food

Dear Sunshine holidays,

I am writing to complain about my recent holiday, I am very annoyed and upset about my holiday to Spain, apart from the lovely weather the trip was a disaster.

The food was horrible, it was often cold and so greasy, I could not eat it.

room

My room was so small and had ants in it and the beds were not made for us.

cost

I had paid £400 for this trip which is a lot of money.

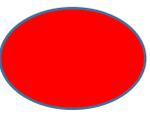
travel

delays

We got a plane to Spain but we were delayed by 20 hours and not given any information at the airport. The flight attendants were helpful though.

staff

The staff at the hotel were rude and unhelpful.



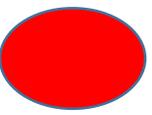
Red group

Where did Jim go on holiday?

What makes this sound like a bad place to go on holiday?

Explain why Jim uses these words

Word	Explain
Annoyed	
Horrible	
Unhelpful	



Red group

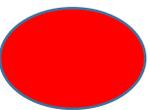
What did Jim think of the room?

What happened to Jim at the airport?

How were the staff at the hotel?

Did Jim enjoy anything about his holiday?

What do you think will happen next?



## Red group

Would you like to go on holiday here? Give four reasons based on what you have read in the complaint form.

Think about:

- room
- travel
- staff
- food

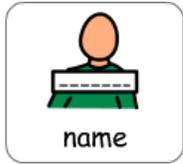
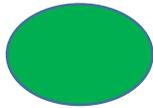
1.

2.

3.

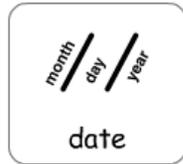
4.

# • Read the complaint form



name

Jim Jones



date

01/07/2020



where did you go?

Spain



what was bad?



food



room



cost



travel



delays



staff

Dear Sunshine holidays,

I am writing to complain about my holiday, I am very upset about my holiday to Spain.

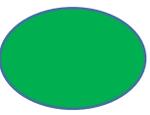
The food was horrible, it was so greasy, I could not eat it.

My room was so small and had ants in it and the beds were not made for us.

I had paid £400 for this trip which is a lot of money.

We got a plane to Spain but we were delayed by 20 hours.

The staff at the hotel were rude and unhelpful.



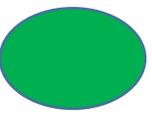
## Green group

Where did Jim go on holiday?

What makes this sound like a bad place to go on holiday?

Explain why Jim uses these words. One has been done for you.

Word	Explain
Upset	This shows that he was unhappy and sad about his holiday
Horrible	
Unhelpful	



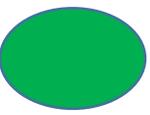
## Green group

What was in the room?

How did Jim get to Spain and what happened?

How were the staff at the hotel?

What do you think will happen next?



## Green group

Would you like to go on holiday here? Give three reasons based on what you have read in the complaint form.

Think about:

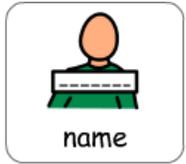
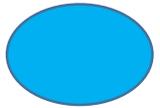
- food
- room
- cost
- travel
- staff

1. \_\_\_\_\_  
\_\_\_\_\_

2. \_\_\_\_\_  
\_\_\_\_\_

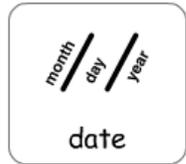
3. \_\_\_\_\_  
\_\_\_\_\_

# • Read the complaint form



name

Jim



date

01/07/2020



where did you go?

Spain



what was bad?



food



room



cost



travel



delays



staff

Dear Sunshine holidays,

I am writing to complain about my holiday, I am very upset about my holiday to Spain.

The food was horrible, it was so greasy, I could not eat it.

My room was so small and had ants in it and the beds were not made for us.

I had paid £400 for this trip which is a lot of money.

We got a plane to Spain but we were delayed by 20 hours.

The staff at the hotel were rude and unhelpful.

Blue group



What was his name?



Where did he go on holiday?



How did he feel about his holiday?



How was the food?

Blue group



What was in the room?



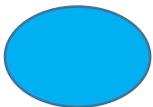
How did he get to Spain?



How much did the trip cost?



How were the staff?



Blue group



Would you like to go on holiday here?

Give two reasons for your answers.  
Think about:



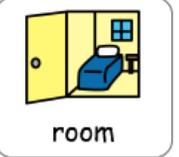
food



cost



delays



room



travel



staff

# • Read the form

H



name

Jim

month  
day  
year

date

01/07/2020



where did  
you go?



Spain



what was  
bad?



food



room



travel



delays



staff

Problem  
Solving



I am sad about my holiday.



Food was greasy



Room was full of ants



We flew on a plane



6



The plane was delayed by 6 hours



Staff were rude and unkind

H

Blue group- class Hudson.

?



What was his name?



Lily



Ken



Jim



Where did he go on holiday?



Spain



Wales



Italy



How did he feel about his holiday?



happy



sad



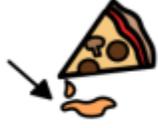
excited

H

Blue group- class Hudson.



How was the food?



greasy



good



smelly



What was in the room?



pig



crisps



ants



How did he get to Spain?



plane



boat



ship

H

Blue group- class Hudson.



How were the staff?



happy



unkind



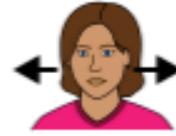
nice



Would you like to go on holiday here?



yes



no



Why?



staff



food

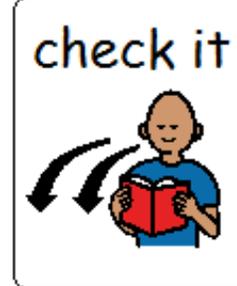
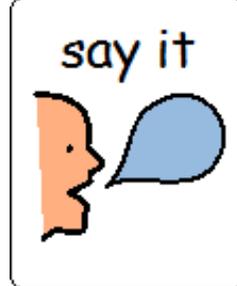
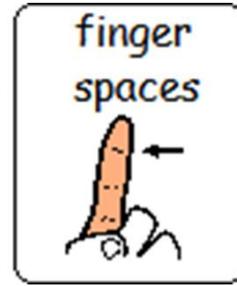
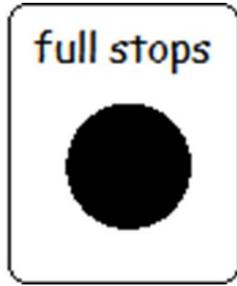


room



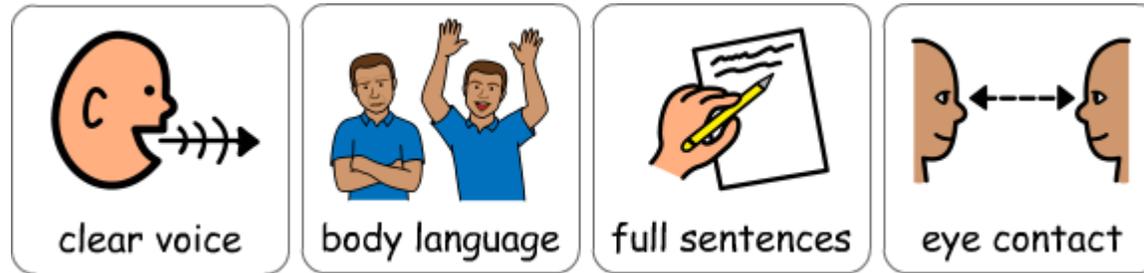
travel

# Remember to check your work:



# Read your work out

Remember to use your speaking and listening skills.



# Practice writing a complaint on Purple mash

<https://www.purplemash.com/#app/pup/bagcomplaint>

Remember to use



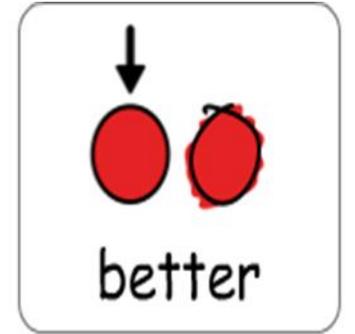
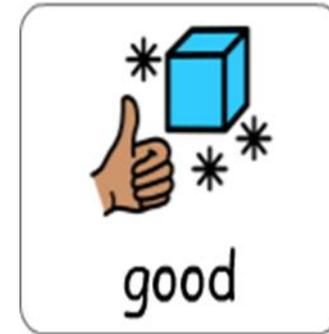
A screenshot of the Purple Mash website interface. At the top, there is a navigation bar with icons for Home, 2Dos, Work, Sharing, and Alerts. A search bar contains the text 'complaint' and an 'Add filter' button. Below the search bar, a 'Writing Projects' section is visible, with a project titled 'Bag Complaint' highlighted by a blue circle. The project icon shows a black bag and a yellow envelope. On the right side of the page, there are two featured sections: 'Weekly Activities' with icons for different age groups (3-5, 5-7, 7-9, 9-11) and 'Henry VIII's Birthday' with an image of Henry VIII.

# Plenary:

What did you learn?

What was good?

What do you need to work on?



WHAT I have  
LEARNED

