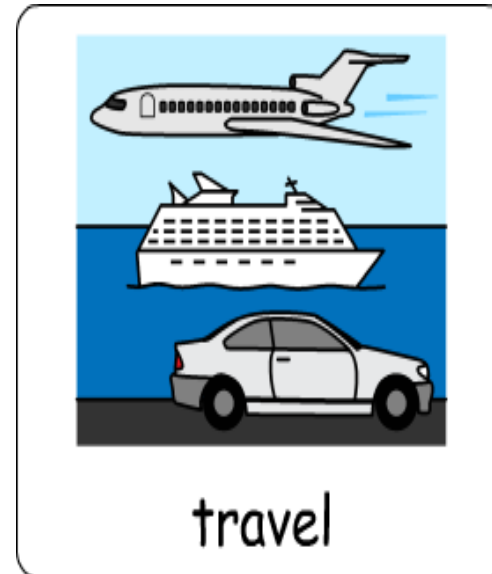
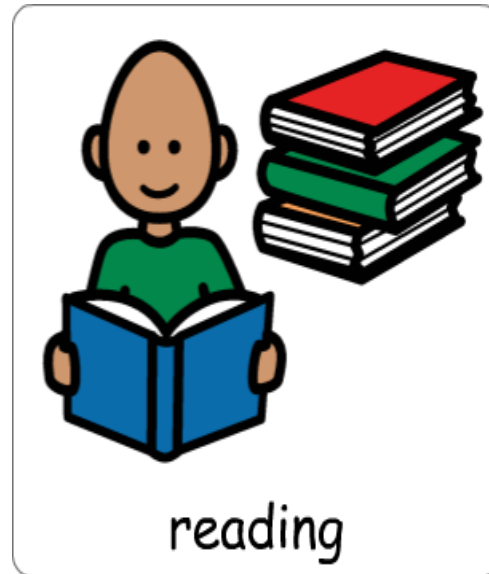
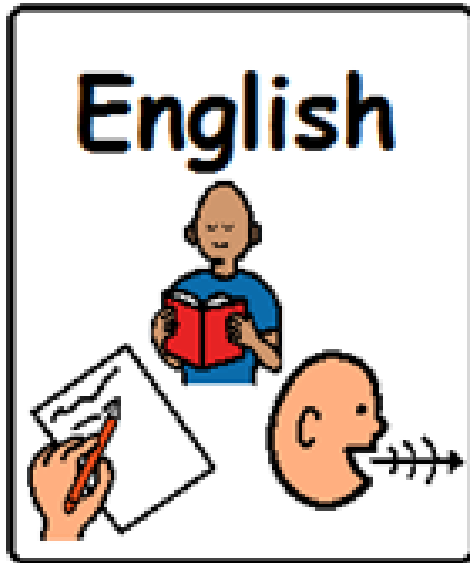
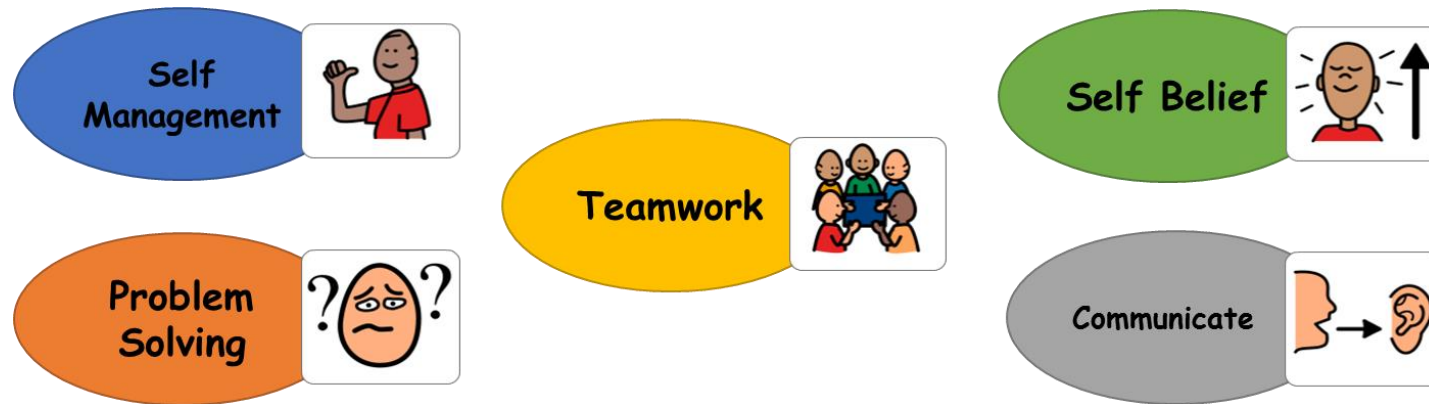


KS4

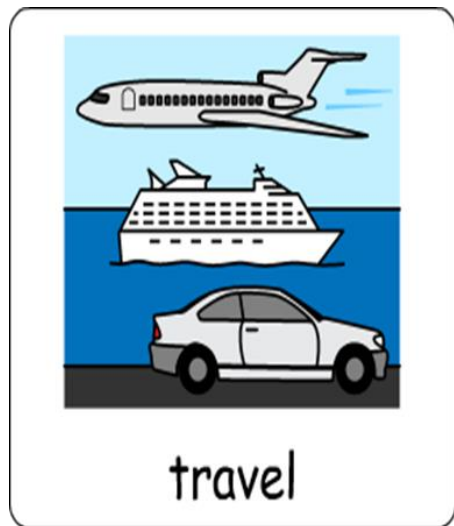


Please write your name, date and learning objective at the top of a piece of paper.

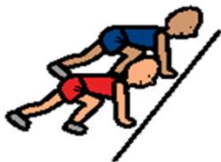
Learning objective: I can write a complaint.



Key words:



starter



Can you identify any words using the letters?
What's the biggest word you can make?
Write down as many as you can

Problem
Solving



n	a	c
t	o	p
m	l	i

If your child needs support, write down the letters and create a 3 letter word and encourage them to sound out each letter sound then blend the words together i.e. ttt ooo ppp = top. Practice sounding out each letter sound.

What words could you make?

Could you make the biggest word?

The word was complaint

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



Today we are going to make a complaint about a bad holiday.

Can you remember the features of a complaint form?

- Can you identify the features of the complaint form?

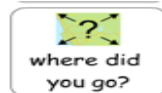



what was bad?

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.

Did you get them right?

Complaint form

Problem Solving



name

Jim Jones



date

01/07/2020



where did you go?

Spain



what was bad?



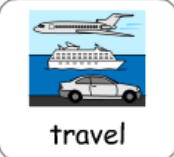
food



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.

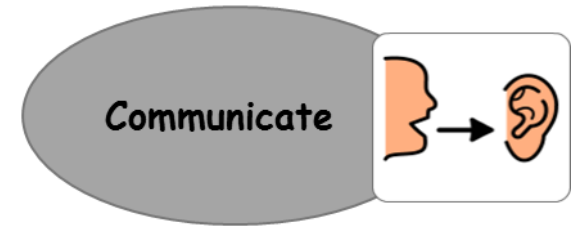
My room was so small and had ants in it and the beds were not made for us.

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.

Look at the pictures



£ £ £



What do you think this place is like? How would you feel?
Can you describe each picture?

Main activity

Imagine you have just come back from a holiday here after paying lots of money to go on your dream holiday. How would you feel?

Go to the slide for your colour group and write a complaint about the bad holiday, use the pictures to help.

Red group 

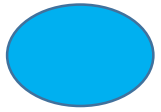
Green group 

Blue group 

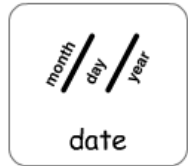
Blue group - class Hudson, use the symbols to support 

• Complete the complaint form

Problem Solving



name



date



where did you go?



what was bad?



food



room



cost



travel



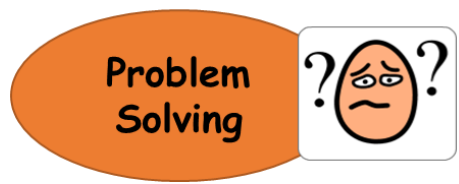
delays



staff

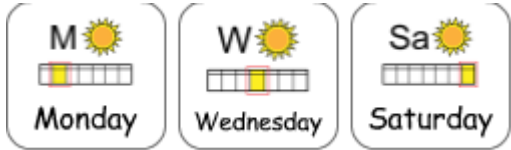
Dear _____,

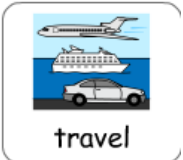
Complete the form using the symbols to support you



H







I am about my holiday. happy sad excited

Food was greasy good smelly

Room was nice dirty ants flowers

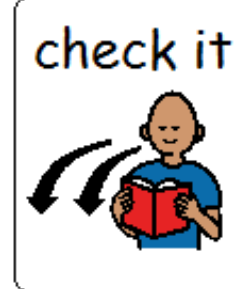
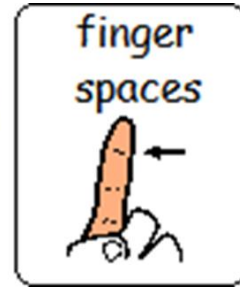
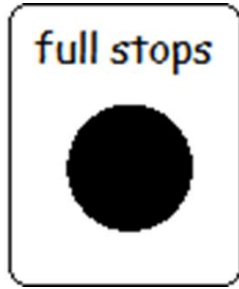
We flew on a plane boat ship

The plane was 6 hours on time delayed by

Staff were happy unkind nice

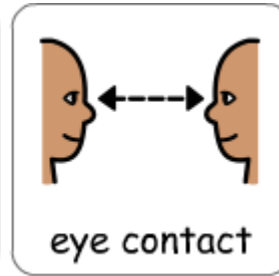
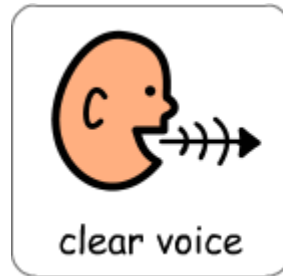
where did you go?

Remember to check your work:



Read your work out

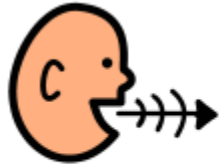
Remember to use your speaking and listening skills.



Create a video advert on Espresso about your holiday complaint.

https://central.espresso.co.uk/espresso/modules/e2_medialit/making/video_making.html?source=search-all-all-all&source-keywords=advert#video_4

Remember to use



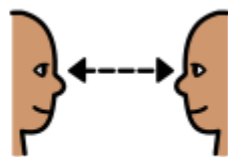
clear voice



body language



full sentences



eye contact

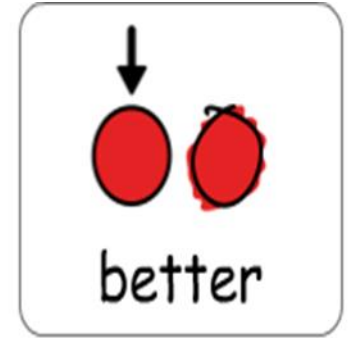
The screenshot shows the Espresso website interface. At the top, there is a navigation bar with 'Discovery | ESPRESSO' and tabs for 'Foundation', 'Key Stage 1', 'Key Stage 2', and 'Teacher planning'. A search bar is on the right. Below the navigation bar, the page title is 'Media literacy' and the main heading is 'Making your own video advert'. A video player is visible on the left, showing a red double-decker bus. To the right of the video player is a vertical navigation menu with four items: 'Preparation', 'Ideas time', 'Production', and 'Results'. Below the menu, there is a 'Learning paths' section with links to 'Index page' and 'Analysing media question sheets'.

Plenary:

What did you learn?

What was good?

What do you need to work on?



WHAT I have
LEARNED

