
FREE CELPIP PRACTICE

CELPIP Writing Task 1: Complaint Email Sample Answers

Three full CLB 9+ answers to complaint email tasks, with notes on why each scores well. Task 1 gives you 27 minutes and asks for 150 to 200 words.

How to use these samples

- Read only the task first. Set a 27-minute timer and write your own email.
- Then compare it with the sample: did you answer all three points as specifically?
- Check your answer against the four things raters score: task fulfillment, coherence, vocabulary and readability.

Inside

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- Sample 2: Apartment elevator out of service for two weeks (page 3)
- Sample 3: Problems with a catering order for a family event (page 4)

Want a CLB level for your own email?

The AI Coach scores your answer instantly with line-by-line feedback: celpip.examhero.ca/ai-coach

SAMPLE 1 OF 3

Charged after cancelling a gym membership

Task

You cancelled your gym membership last month, but you have been charged again. Write an email to the gym manager.

In your email:

- explain when and how you cancelled
- describe the problem with the charge
- say what you want the gym to do

SAMPLE ANSWER · 172 WORDS

Dear Ms. Patel,

I am writing about an incorrect charge on my credit card from FitLife Downtown. I cancelled my monthly membership in person at the front desk on September 3, and the staff member who helped me, Jordan, told me that no further payments would be taken. He also gave me a printed cancellation confirmation, which I still have.

However, on October 1 I was charged the full monthly fee of \$64.99. I have not visited the gym since I cancelled, so this payment is clearly an error. To make matters worse, my card was close to its limit, and the extra charge caused another one of my payments to be declined.

I would therefore appreciate it if you could refund the \$64.99 to my card within the next five business days and confirm in writing that my account is closed. I have attached a copy of my cancellation confirmation for your records.

Thank you for your prompt attention to this matter. I look forward to your reply.

Sincerely,

Daniel Moreno

Why it scores CLB 9+

- Task fulfillment: each bullet gets its own paragraph, with dates, names and the exact amount.
- Coherence: "However", "To make matters worse" and "therefore" carry the reader from the facts to the request.
- Vocabulary: precise, polite phrases such as "clearly an error" and "for your records" instead of angry ones.
- Readability: a firm, specific request with a deadline, which is what raters look for in a complaint.

SAMPLE 2 OF 3

Apartment elevator out of service for two weeks

Task

The elevator in your apartment building has been out of service for two weeks. Write an email to the property management company.

In your email:

- describe the problem
- explain how it is affecting you and other residents
- suggest what the company should do

SAMPLE ANSWER · 182 WORDS

Dear Property Management Team,

I live in unit 1207 at 45 Maple Avenue, and I am writing to complain about our elevator, which has been out of service since September 20. In two weeks, the only update residents have received is a handwritten sign in the lobby saying "repairs in progress", yet no technician appears to have visited.

This has become a serious problem for many of us. I live on the twelfth floor, so every trip with groceries means a long, exhausting climb. My elderly neighbour in unit 1204 uses a walker and has not been able to leave her apartment at all; she now relies on other residents to bring her food and medicine.

I would ask you to do three things. First, please tell residents in writing when the repair will be finished. Second, until then, arrange help with deliveries for residents who cannot use the stairs. Finally, given how long this has lasted, a partial rent reduction for this month would be fair.

I hope to hear from you by the end of this week.

Regards,
Amira Hassan

Why it scores CLB 9+

- Task fulfillment: the effect on other residents gets a concrete example, not just "it is hard for everyone".
- Coherence: "First, Second, Finally" makes three suggestions easy to follow.
- Vocabulary: "out of service", "relies on" and "partial rent reduction" are natural, accurate word choices.
- Readability: varied sentences, including a semicolon and a contrast with "yet", without losing clarity.

Problems with a catering order for a family event

Task

You ordered food from a catering company for a family event, but there were problems with the order. Write an email to the company's manager.

In your email:

- describe the event and what you ordered
- explain what went wrong
- say what you expect the company to do

SAMPLE ANSWER · 163 WORDS

Dear Mr. Chen,

Last Saturday, I hosted my parents' 40th anniversary dinner for 30 guests, and I ordered catering from Golden Leaf Kitchen for the occasion. My order, which I placed three weeks in advance, included two vegetarian main dishes, a chicken curry and a dessert tray, to be delivered at 5:30 p.m.

Unfortunately, the evening did not go as planned. The delivery arrived almost an hour late, so my guests waited without food. Moreover, one of the vegetarian dishes was missing entirely, which left my vegetarian relatives with very little to eat. When I called your restaurant, nobody could explain what had happened.

I understand that mistakes happen, but this one spoiled an important family celebration. I would like a refund for the missing dish, which cost \$120, and a partial refund of the delivery fee because of the delay. I would also appreciate an explanation of what went wrong.

I look forward to hearing from you soon.

Yours sincerely,
Priya Sharma

Why it scores CLB 9+

- Task fulfillment: the event, the order and the problems are all specific enough to act on.
- Coherence: "Unfortunately" and "Moreover" signal the shift to the problems and add the second one.
- Vocabulary: relative clauses ("which I placed", "which left") show range without sounding forced.
- Readability: the tone stays reasonable ("I understand that mistakes happen"), which makes the request more persuasive.