

Escribir una queja formal con educación

Inglés 1.º Bachillerato · Solucionario

Nivel: 1.º Bachillerato (LOMLOE, RD 243/2022, referencia MCER B1+) · **Referencia oficial:** RD 243/2022 1.º Bachillerato, Nivel de referencia MCER B1+, RD 243/2022 CE2 Producción, RD 243/2022 CE3 Interacción

Ejercicio 1 Saludo y despedida

Sin nombre, faithfully; con nombre, sincerely; en EE. UU., Sincerely.

a) Yours faithfully; b) Yours sincerely; c) Yours sincerely; d) Sincerely

Ejercicio 2 Completa la fórmula

Write to + infinitivo, complain about, be grateful if, look forward to + gerundio.

a) to; b) about; c) grateful; d) hearing

Ejercicio 3 Brusco o cortés

La cortesía usa condicional y verbos de petición.

a) 2; b) 1; c) 2

Ejercicio 4 Une expresión y función

Abrir: I am writing.... Problema: Unfortunately.... Solución: I would be grateful.... Cierre: I look forward....

a-3; b-1; c-4; d-2

Ejercicio 5 Ordena la carta

Primero la fecha, después el saludo, el cuerpo, la despedida y la firma.

C - B - D - A - E

Ejercicio 6 Traduce expresiones

Fórmulas fijas: I am writing to..., I would be grateful if..., I look forward to..., Unfortunately,.

a) I am writing to complain about the service. b) I would be grateful if you could refund my money. c) I look forward to hearing from you. d) Unfortunately, the parcel arrived damaged.

Ejercicio 7 Escribe el sobre

Británico: día + mes + año. Estadounidense: mes + día con coma + año.

3 November 2026 (UK); November 3, 2026 (US)

Ejercicio 8 Corrige el error

a) to complain; b) I would like you to...; c) gerundio tras to preposición; d) sin nombre: faithfully; e) sin contracción.

a) I am writing to complain about the room. b) I would like you to refund me the money. c) I look forward to hearing from you. d) Yours faithfully, e) I cannot accept this service.

Ejercicio 9 Hazlo formal

Sustituye emociones por hechos y las órdenes por peticiones indirectas.

a) I was very disappointed with the standard of your hotel. b) I would be grateful if you could refund my money. c) Unfortunately, the wi-fi did not work. d) I look forward to receiving a reply at your earliest convenience.

Ejercicio 10 Pide con could

Estructuras: would be grateful if you could, would appreciate it if you would, Could you please, would like you to.

a) grateful; b) appreciate; c) Could; d) would

Ejercicio 11 Lee la queja

La carta describe dos problemas y una petición concreta.

a) Le prometieron vista al mar y la habitación daba al aparcamiento. b) La calefacción no funcionó la segunda noche. c) El reembolso de la mitad del precio de la habitación. d) Porque no conoce el nombre del destinatario.

Ejercicio 12 Traduce al español

Look into significa investigar; enclose significa adjuntar.

a) Me decepcionó descubrir que faltaban las instrucciones. b) Le agradecería que investigara el asunto. c) Adjunto una copia del recibo.

Ejercicio 13 Ordena las palabras

Sujeto + verbo, y el conector inicial con coma.

a) I would be grateful if you could reply. b) I am writing to complain about the delay. c) Unfortunately, I have received no refund.

Ejercicio 14 Reconoce las partes

1 es la dirección de quien escribe; 3 la del destinatario; 4 el saludo; 6 la despedida; 7 la firma.

1: sender's address; 3: recipient's address; 4: greeting (salutation); 6: closing (complimentary close); 7: signature

Ejercicio 15 Mediación: lavadora

Respuesta modelo: **I am writing to complain that the washing machine I bought online arrived damaged. I would be grateful if you could replace it or refund the full amount.**

Comprueba: motivo de la carta, would be grateful if you could, sin contracciones.

Ejercicio 16 Una frase por situación

Respuestas modelo: **a) I am writing to complain about the three-hour delay of the Toronto-Montreal train. I would be grateful if you could refund my ticket. b) I am writing to complain that the course in Cork did not have a native teacher as advertised. I would appreciate it if you would reduce the fee. c) I am writing about the trainers I ordered, which arrived in the wrong size. I would like you to exchange them.**

Comprueba: motivo claro, petición indirecta, una idea por frase.

Ejercicio 17 Detalla el pedido

Respuesta modelo: **On 3 May I ordered a rain jacket for \$64 and a wool scarf for \$18. Unfortunately, the jacket arrived with a torn sleeve and the scarf has not arrived. I would be grateful if you could replace the jacket and refund \$18 for the missing scarf. I look forward to hearing from you.**

Comprueba: datos exactos, 60-70 palabras, sin contracciones.

Ejercicio 18 Corrige la carta

Errores: complain about, pronombre it repetido, contracción I'm, would like you to, look forward to receiving y sincerely porque hay nombre.

Dear Mr Hughes, I am writing to complain about the broken printer that I bought last week. I am very disappointed with the quality. I would like you to send me another one. I look forward to receiving your answer. Yours sincerely, Mateo Gil

Ejercicio 19 Mediación: ruido

Respuesta modelo: **During our three-night stay we were disturbed by loud music until 3 a.m. When we asked for a different room, we were told that none was available. I would therefore be grateful if you could refund one night. I look forward to hearing from you.**

Comprueba: hechos, pasiva neutra we were told, petición indirecta, cierre.

Ejercicio 20 Escribe la carta

Modelo: **Dear Sir or Madam, I am writing to complain about the cancellation of the July course that I paid for in March. I was informed by email only two days before it started. As a result, I had already booked my flight and accommodation. I would be grateful if you could refund the full fee of 480 euros. I would also appreciate it if you would explain why no notice was given. I look forward to hearing from you within ten days. Yours faithfully, Joaquín Pérez**

Comprueba: fecha y dirección si las añades, 120-150 palabras, cuatro párrafos o bloques, registro formal.