

Dear Sir/ Madam,

| My name is Roberto, and I have just returned from ~~Seotland~~Scotland, where I
| have stayed in one of your Granitotem Guest Houses. ~~And~~I found some problems
| which I ~~want~~ would like you to know about because, in my opinioén these things are
| very bad for your ~~gөөd~~reputation.

| When I arrived there, I found that the doors ~~doesn~~ didn't close properly, this
| situation was very annoying for me because I have a dog, and every night it went
| out.

| But this is not the only thing, in fact, ~~it~~this was nothing compared with what it
| happened with the shower. For instance one day in the morning when I was taking
| a shower I realised that the water was completely dirty, it was horrible. I had to
| finish my shower in one of my friend's' rooms.

| ~~Like~~As you can imagine this will be enough reason ~~for~~to asking ~~you~~ for a
| compensation, but this is not all. ~~I mean, from my point of view the easy thing was~~
| ~~that. But This is not the matter,~~ The biggest problem is that my this vacattion, will ~~be~~
| always be in my memory for ~~this~~ such such bad things, the room was dirty, the staff
| was very, very rude, there were people shouting late at night, the landlady was
| ~~everyday~~ drunk everyday, and she had a dog with her that was always barking, and
| this was se too much.

| Well, I don't want to remember it all again, but I ~~World~~ would like to say point out
| that I have paid se too much money for ~~these~~ such bad service, therefore I ~~am~~
| ~~sending you this letter~~ expect, not only just for an apology, ~~it is~~ but also ~~because~~
| ~~I want~~ my mMoney back.

| ~~If you are an honest man, (this is way too direct)~~-I'm sure that you will understand
| ~~what I'm requesting~~my request, looking forward to hearing from you.

| ~~P.D.~~

| ~~Waitting for your answer, me and my lawyer.~~

| for a first letter of complaint I think this is too aggressive