

Assessment Rubric for Complaint Letter

	Excellent	Good	Satisfactory	Needs Improvement
Elements & Format	Includes all requirements for a complaint letter. Content is well organized.	Includes all the requirements for a complaint letter. Content is organized.	Includes the requirements for a complaint letter but could be better organized.	Does not include many elements of a complaint letter. Content is poorly organized.
Tone	Problem and request are presented in a constructive manner. Request is reasonable.	Problem and request are stated with an appropriate tone. Request is reasonable.	Tone OR reasonableness of request could be improved.	Tone is threatening or otherwise negative. Request is unreasonable OR unclear
Sentences & Paragraphs	Sentences and paragraphs are complete, well constructed and of varied structure.	All sentences and paragraphs are complete and well constructed (no fragments or run-ons).	Most sentences and paragraphs are complete and well constructed. A few need some work.	Many sentences and/or paragraphs need work
Grammar & Spelling	There are no errors in grammar or spelling.	There are 1-2 errors in grammar and/or spelling.	There are 3-4 errors in grammar and/or spelling	There are more than 4 errors in grammar and/or spelling.
Capitalization & Punctuation	There are no errors in capitalization and punctuation.	There are 1-2 errors in capitalization and punctuation.	There are 3-4 errors in capitalization and punctuation.	There are more than 4 errors in capitalization and punctuation.
Legibility	Typing or writing is legible with no distracting corrections.	Typing or writing is legible but there are 1-2 distracting corrections.	Typing or writing is marginally legible OR there are 3-4 distracting corrections.	Typing or writing is not legible OR there are more than 4 distracting corrections.
Neatness	Document is clean and neat with no wrinkles.	Document is generally clean but has some folds or worn edges.	Document is slightly crumpled or stained.	Document is very crumpled or stained.