**Writing Test Practice – May 2025 (B1+/B2)**

**Background:**
Your school has recently introduced a new AI-based learning assistant called **SmartLearn**. The system is designed to provide personalized feedback on assignments and track student progress. However, you and some of your classmates have been experiencing issues with the way the AI system assesses your work and interacts with you.

You are frustrated and have decided to write a formal letter of complaint to the head of the school’s technology department.

**Task:**
Write a formal letter of complaint to the head of the technology department. In your letter:

* Explain the purpose of the AI system and how it was introduced to the class.
* Describe the specific problems you and other students have experienced when using SmartLearn.
* Explain how these issues have affected your learning experience.
* Suggest possible improvements or actions the department could take to resolve the problems.

**Use at least 200 words.**

**Remember to:**

* Use a clear, formal structure and tone.
* Address all four bullet points.
* Include appropriate complaint language (e.g., expressing dissatisfaction, requesting action).