## **COMMON COMPLAINTS**

What would you do in each of these situations?

### A. In a Taxi



The driver tries to charge you too much.

### B. at the cleaners



The dry cleaner shrinks your favorite sweater.

### C. at a food store



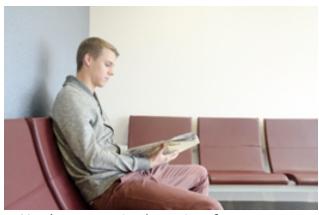
You buy some milk and when you open it, you discover it has already gone sour.

### D. at a restaurant



Your food is undercooked.

## E. your doctor



You have to wait a long time for your doctor's appointment.

# F. your landlord



The sink is leaking, and your landlord won't fix it.

Have you ever had any of these complaints? Which ones? What other complaints have you had?

### **COMMON COMPLAINTS**

Here are some expressions you can use when complaining:

- I have a complaint to make...
- Sorry to bother you, but...
- I'm sorry to say this but...
- I'm afraid I've got a complaint about...
- I'm afraid there is a slight problem with...
- Excuse me but there is a problem about...
- I want to complain about...
- I'm angry about...

Make some examples using the expressions given above.

Example: I'm afraid I've got a complaint about the milk I bought in your shop. It has gone sour.

Student A:	
Student B:	
Student C:	
Student D.	

## **Role Play**

Choose a partner and act out the dialogue. Try to think of other complaints. Use the positive/negative response to complaints.

A: I have a complaint to make. I bought a new table from your store but when it was delivered I noticed the top was damaged.

B: I'm really sorry; we'll do our utmost/best not to make the same mistake again.

#### **Discussions**

Answer the following questions.

- 1. Are you the type who complains a lot?
- 2. In what manner do you complain? polite? aggressive?
- 3. Do men complain more than women, or otherwise?

Positive response to complaints

I'm so sorry, but this will never occur / happen again.

I'm sorry, we promise never to make the same mistake again.

I'm really sorry; we'll do our utmost/best not to make the same mistake again.

### **Negative response to complaints:**

Sorry there is nothing we can do about it. I'm afraid, there isn't much we can do about it. We are sorry but the food is just alright.



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