

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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