



MAKING COMPLAINTS

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MAKING COMPLAINTS – WHAT'S THE PROBLEM?

B1 Lower Intermediate | Everyday complaint situations

1. Identify the Problem

Read each situation. Write the main problem in one short sentence.

1. You ordered a blue shirt online. A red shirt arrived, and it is the wrong size.

Problem: _____

2. You are in a restaurant. You have waited 40 minutes for your food.

Problem: _____

3. You booked a hotel room with air conditioning. The air conditioning does not work.

Problem: _____

4. Your internet company charged you twice for the same month.

Problem: _____

5. A delivery was promised for Monday. It has not arrived by Thursday.

Problem: _____

6. You bought a phone last week. The battery stops working after a few hours.

Problem: _____

2. What Would You Say?

Choose three situations above. Write what you would say to the company, shop or staff member.
Start politely.

Situation 1: _____

Situation 2: _____

Situation 3: _____

3. Partner Challenge

Choose one situation from Activity 1.

Explain the problem to your partner without reading your notes.

Your partner asks one follow-up question and suggests a solution.

4. Explain the Problem

A good complaint usually has three parts: the problem + important details + what you want.

Example: "I'm afraid there's a problem with my order. I ordered a blue shirt in medium, but I received a red one in small. Could you replace it, please?"

Build your own complaint. Choose one situation from Activity 1.

The problem: _____

Important details: _____

What I want: _____

My complete complaint: _____

4. Choose the Best Response

Read the complaint. Choose the best response: A, B or C.

1. "I'm afraid there's a problem with my bill. I think I was charged twice."

A. That's not my problem.

B. I'm sorry about that. Let me check your bill.

C. You should have checked it before.

Answer: _____

2. "I've been waiting for my food for 40 minutes."

A. I'm sorry. I'll check with the kitchen now.

B. Wait.

C. You can leave if you want.

Answer: _____

3. "The headphones I bought yesterday don't work."

A. They're probably fine.

B. Could you show me the receipt? We'll see what we can do.

C. You need to buy new ones.

Answer: _____

5. REAL ENGLISH BOX

Asking for a Solution

- Could you check this for me, please?
- Would it be possible to get a refund?
- Could you replace it, please?
- What can you do about this?
- Is there anything you can do to help?
- I'd appreciate it if you could look into this.

Choose two phrases and use them in your own complaints.