



MAKING COMPLAINTS

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MAKING COMPLAINTS – HOW WOULD YOU RESPOND?

B1 Lower Intermediate | Building a clear, polite complaint

1. Direct or Polite?

Rewrite each direct complaint so it sounds calmer and more professional.

1. The room is too noisy. Change it.

Better: _____

2. You sent me the wrong product.

Better: _____

3. I want a refund now.

Better: _____

4. Your employee was very rude.

Better: _____

5. This service is terrible.

Better: _____

6. You charged me too much.

Better: _____

2. Add the Details

A complaint is stronger when you give useful details. Choose one situation (from above) and complete the notes.

What happened? _____

When did it happen? _____

Where / with whom? _____

What should have happened? _____

What would you like now? _____

Now use your notes to give a 30–45 second complaint to a partner.

3. The Tricky Customer

Imagine you are the customer. Choose one situation and explain the problem politely.

■ The restaurant gave you the wrong food twice.

■ Your flight was delayed and nobody gave you information.

■ Your apartment has had no hot water for three days.

■ A company promised a refund two weeks ago, but you have not received it.

After your complaint, answer: **What solution do you want?**

4. REAL ENGLISH BOX

Staying Calm

These expressions help you sound firm without sounding aggressive.

- I'm afraid this isn't acceptable.
- I understand, but the problem is...
- I'd really appreciate some help with this.
- I was expecting something different.
- Could we find a solution?
- I'm not happy with the situation, but I'd like to resolve it.

Choose two expressions. Use each one in a short complaint.

1. _____
2. _____

5. Follow-Up Questions

Work with a partner. Give a complaint. Your partner asks two questions before offering a solution.

- Could you tell me exactly what happened?
- When did you buy/book/order it?
- Do you have the receipt or booking information?
- What would you like us to do?

6. One-Minute Complaint Challenge

Choose a situation. Speak for one minute. Explain the problem, give details, say what you want, and use at least one phrase from the REAL ENGLISH BOX.

■ Hotel ■ Restaurant ■ Shop ■ Delivery ■ Bank ■ Internet service