



MAKING COMPLAINTS

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MAKING COMPLAINTS – THE BIG COMPLAINT CHALLENGE

B1 Lower Intermediate | Problem-solving, speaking & natural English

1. Would You Complain?

Read each situation. Circle **Yes**, **No** or **Maybe**. Then explain your choice to a partner.

1. Your coffee is cold, but the café is very busy. Yes / No / Maybe

Why? _____

2. A hotel room is much smaller than the room you booked. Yes / No / Maybe

Why? _____

3. A delivery is one day late, but the company warned you about the delay. Yes / No / Maybe

Why? _____

4. A shop refuses to refund a faulty product even though you have the receipt. Yes / No / Maybe

Why? _____

5. A restaurant makes a small mistake with your order and fixes it immediately. Yes / No / Maybe

Why? _____

2. Improve the Complaint

These complaints are too aggressive. Rewrite them so they are firm but polite.

1. This place is terrible. You people never do anything right.

Better: _____

2. Give me my money back. I don't care about your rules.

Better: _____

3. Your company is a joke. I am going to tell everyone about this.

Better: _____

4. Fix my problem immediately.

Better: _____

3. The Unexpected Response

Choose one complaint. Your partner is the staff member. The staff member does NOT immediately agree with you. You must explain the problem again and try to find a solution.

■ The shop says the product is not faulty.

■ The hotel says no other rooms are available.

■ The restaurant says the kitchen is very busy.

■ The company says your refund has already been processed.

Try to use: "I understand, but..." or "Could we find another solution?"

4. REAL ENGLISH BOX

Sound Natural

Use these expressions during the challenge.

- I'm afraid there's a problem with...
- I'm not happy with...
- I understand, but...
- Could you look into this for me?
- What can you do about it?
- I'd appreciate it if you could...
- Could we find another solution?

5. THE BIG COMPLAINT CHALLENGE

Choose one situation below. Speak for 1–2 minutes. You must explain the problem, give details, stay polite, ask for a solution, and respond to the other person's answer.

- ☐ A hotel room is not what you booked.
- ☐ A restaurant charged you for something you did not order.
- ☐ A package arrived damaged.
- ☐ Your internet service has stopped working.
- ☐ A company has not given you a promised refund.
- ☐ Your own situation: _____

6. Final Self-Check

- ☐ I explained the problem clearly.
- ☐ I gave useful details.
- ☐ I stayed polite and calm.
- ☐ I asked for a solution.
- ☐ I used natural English.
- ☐ I responded to the other person.
- ☐ I spoke without reading a full script.

My goal for my next English complaint: _____

Remember: A good complaint is clear, polite and focused on finding a solution.