

Making Complaints

In some countries (especially the UK) people often complain.

Below are a list of common reasons for people to complain.

Match the complaints below with the people you can complain to...in this box.

*Waiter / Cabin Crew / Reception Desk / Customer Complaints Department /
/ Instructor / Local Government Official*

Person to complain to	Reason for making a complaint	
	Your hotel room is very noisy	
	There is a scratch on a new appliance you bought.	
	Airplane food tastes bad.	
	Restaurant food is cold.	
	A factory near your house makes a lot of pollution.	
	An order is one day late arriving.	
	There is a dead mouse inside a new packet of chips.	
	Your English class is boring one day.	
	Your new camera takes bad pictures.	
	A new shirt changed color when you washed it.	

In the right-hand column put a tick (✓) for the problems that you will complain about if this happens to you.

Then discuss your ideas with another class member.

If your ideas are different, ask...

Why do you complain when *airplane food tastes bad*?

Because I must pay a lot of money for the flight so I want good food.

Why don't you complain when *airplane food tastes bad*?

Because the cabin crew have a difficult job and I don't want to make problems.