



Dealing with complaints step by step practice

Work your way through the roleplays below with same roles each time. The roleplays should start short and easy and get longer and more difficult as you progress through them. You can use the same topic for each roleplay or change topics, whichever you prefer.

1. Your partner will (politely) complain about one of the things below. Apologise.
2. Do the same, but this time replying with an apology and reason why it happened.
3. Do the same, but replying with an apology, reason, and future action.
4. Do the same, but as emails.
5. Do the same, but as a telephone call.
6. Do the same (as telephone calls), but this time also use some phrases for sounding sympathetic and showing you are listening.
7. Do the same, but with the first phone call leaving a message on your answer machine/voice mail.

Possible things to complain about

- Bad publicity
- Bad quality
- Changes since the last batch
- Delivered the wrong amount
- Delivered the wrong thing
- Documents not arrived
- Equipment breaking down
- Impoliteness
- Invoiced for the wrong amount
- Lack of improvements
- Late payment
- Low English level of a member of staff
- Not giving necessary information
- Not replying to an email or answer machine message
- Passing on complaints from someone else
- Price rises
- Problems with the computer system
- Release of personal information
- Short notice
- Something missing
- The wrong information
- Unreliability

Ask about any steps above which were difficult to do, topics above which you don't understand, etc.

Switch roles and do all seven steps again but with a different topic or topics.