



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.

Possible topics

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

Switch roles and do all seven steps again but with a different topic, e.g. another one above or a more realistic one for you.