

A complaint that you made

Describe an occasion you you made a complaint.

You should say:

what you complained about

why you complained

who you complained to

and explain whether you were satisfied with the result.

Part 3

Complaining in General

- Would you say people in your country often complain about things, or are they reluctant to complain?
- Do you think complaining works?
- Which do you think is better, to make a face-to-face complaint, or to complain by letter (or email)?

Customer Service

- What sorts of products and services do people in your country sometimes complain about?
- Do you think companies should respond to customer complaints quickly?
- Do you think it's important for companies to have a customer service department?
- What do you think are the benefits of having such a department in a

company?

- Do you think having such a department in a company would improve the quality of the products that it sells?
- Would you continue to buy things in a shop where you had previously made a complaint?