

# 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.