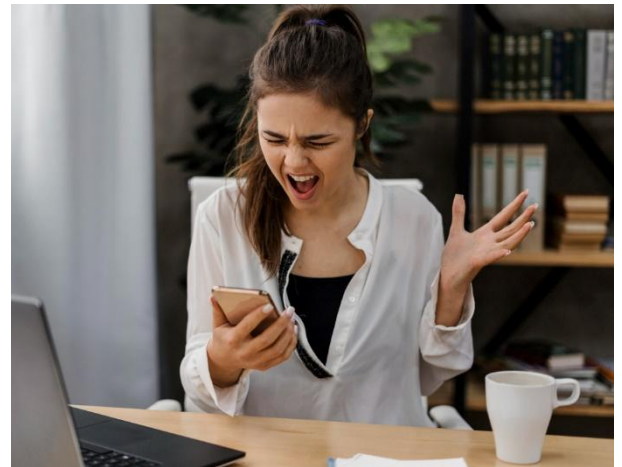


## Write a Complaint

### Warm up

- Do you usually speak up when something's wrong, or keep quiet? Why?
- Have you ever made a complaint or written a bad review? What happened?
- What's the last time you felt frustrated with something you bought or a place you went to?
- If you got bad service at a restaurant, what would you do?
- Has someone ever complained in front of you and made you feel embarrassed? What happened?
- What kind of things do people *not* complain about enough?
- Would you trust a company more if they replied politely to a bad review? Why or why not?



1. Tick the things you think are *worth complaining about*. Then compare your list with a partner or small group and discuss.

Situation	✓	Situation	✓
Cold food 🥣 .....	<input type="checkbox"/>	Long security line at the airport ✈️ .....	<input type="checkbox"/>
Rude staff 😡 .....	<input type="checkbox"/>	Too many ads in a mobile game 📱 .....	<input type="checkbox"/>
Slow Wi-Fi at a hotel 📶 .....	<input type="checkbox"/>	Getting charged for tap water 💧 .....	<input type="checkbox"/>
Music too loud in a café 🎵 .....	<input type="checkbox"/>	A hair in your food 😬 .....	<input type="checkbox"/>
Tiny portion sizes 🍽️ .....	<input type="checkbox"/>	Getting charged for extra ketchup 🍅 .....	<input type="checkbox"/>
Dirty toilets 🚽 .....	<input type="checkbox"/>	Your delivery driver eating your fries 🍟 .....	<input type="checkbox"/>



2. Look at the list below. In pairs or groups, choose 2–3 industries and discuss.

- What do people usually complain about in these places?
- Do you think the complaints are fair?
- How would you complain to (staff, manager, online, social media)?

- |                    |                     |                   |
|--------------------|---------------------|-------------------|
| Hotel              | Restaurant / Café   | Airport / Airline |
| Online Shopping    | Mobile Apps / Games | Theme Park        |
| Cinema             | Public Transport    | Clothing Stores   |
| Delivery Services  | School              | Sports Event      |
| Hospital / Dentist | Hair Salon / Barber | Taxi / Ride Share |



3. Take a look at the two burger places below? Which one would you go to? Why?



BURGER BANG

- ★ *Cool Vibes. Trendy Bites.*
- Neon lights, street-art walls, and a playlist full of bangers.
- Gourmet-style smashed burgers with rainbow buns and truffle mayo.
- Biggest seller: *The Boom Burger* – €13.50
- All over Instagram. Place *looks* amazing.

BOB'S BURGERS

- ★ *Same grill since 1985. Same great taste.*
- Brown booths, old ketchup bottles, no playlist—but real people.
- Simple, classic burgers with thick-cut fries.
- Biggest seller: *Bob's Classic* – €8.90
- No frills. Just flavour. Family-run.



#### 4. Read the restaurant reviews and answer the questions below.

##### BURGER BANG

● Rating: ★★☆☆ 3.2 / 5  
(Total: 842 reviews)

##### Real Customer Reviews

###### *BURGER BANG*



*"Super aesthetic and Insta-worthy. But honestly, the food was okay."*

– Jess



*"Waited 40 minutes and they forgot my order. Staff didn't care."*

– Luis



*"Cool place to hang out, but the burger was cold. Truffle sauce was nice though."*

– Lila



*"Overhyped. €13.50 for a burger? Come on."*

– Mark

##### BOB'S BURGERS

● Rating: ★★★★★ 4.6 / 5  
(Total: 523 reviews)

##### Real Customer Reviews

###### *BOB'S BURGERS*



*"Reminds me of my childhood. Juicy, simple, perfect."*

– Nina



*"Not pretty but DELICIOUS. And fast service too!"*

– Omar



*"The fries are amazing. Real potatoes. No nonsense."*

– Jade



*"Came for the food, stayed for Bob's dad jokes."*

– Sam

- Do the star ratings change your opinion? Why or why not?
- Does price affect your decision? Is Burger Bang worth €13.50?
- Have you ever been to a place that looked amazing but disappointed you? What happened?
- If you were the manager of Burger Bang, what would you try to improve based on the reviews?
- Do you think Bob's Burgers should change anything?



5. Think of a product, service, or place you've experienced, and write two short reviews - one positive and one negative.

Give each one a star rating (★ to ★★★★★) and explain why you gave that rating.

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6. Match the words below to their definitions.

- |                  |  |
|------------------|--|
| a. dissatisfied  | 1. You can't trust it to work or happen like it should             |
| b. unreliable    | 2. Something given (money or another offer) after a bad experience |
| c. inconvenience | 3. Broken or not working the way it should                         |
| d. faulty        | 4. Money you get back when something goes wrong                    |
| e. compensation  | 5. So bad it shouldn't be allowed                                  |
| f. delay         | 6. Unhappy with a product or service                               |
| g. refund        | 7. When something happens later than expected                      |
| h. unacceptable  | 8. Something that causes problems or makes things harder           |



## 7. Fill in the gaps below with the vocabulary from exercise 5.

- a. I was really \_\_\_\_\_ with the service. The food arrived cold and 30 minutes late.
- b. My headphones stopped working after one day. I think they're \_\_\_\_\_.
- c. The delivery company is so \_\_\_\_\_—my parcels are *always* late.
- d. The show started an hour late with no explanation. It was a huge \_\_\_\_\_ to everyone waiting.
- e. I'd like a full \_\_\_\_\_, please. I didn't receive what I paid for.
- f. There was a \_\_\_\_\_ due to a technical issue, and our flight left 4 hours later than planned.
- g. Waiting over an hour for fast food is completely \_\_\_\_\_.
- h. The manager offered us a free meal as \_\_\_\_\_ for the poor experience.



## 8. Read Jordan's complaint email and answer the following questions.

To: info@burgerbang.com

Subject: Order Issue – Cold Food + Missing Item

Hi there,

I just wanted to say I was really dissatisfied with my delivery from your restaurant yesterday. It arrived super late (over an hour), and when it finally came, the burger was cold and the fries were missing. It was a big inconvenience because I had friends over and we were watching the football match—we'd planned to eat together and were really looking forward to it.

I've had issues before with late deliveries from your place, so the service feels kind of unreliable now. I don't think it's fair to pay full price for something like this. Honestly, the whole experience was unacceptable.

I'd like a refund or some kind of compensation if possible.

Thanks,  
Jordan (Order #1824)

Send

- a. What is Jordan complaining about?
- b. Why was the situation such a big deal for Jordan?
- c. What does Jordan want the company to do?
- d. Is the tone polite, rude, or too emotional? Why?
- e. Find and underline 3 strong words Jordan uses to show their frustration.
- f. Do you think Jordan's complaint is fair? Why or why not?
- g. How would you feel in this situation?
- h. What could the company reply to make things right?



### 9. Read the company's response email and answer

To: jordan@mail.com

Subject: Re: Order Issue – Cold Food + Missing Item

Hi Jordan,

Thanks for getting in touch and letting us know what happened.

We're really sorry your food arrived late, cold, and missing items. That's definitely not the experience we want for our customers. As an apology, we've processed a full refund, and you'll also get a €5 credit for your next order. We're talking to our delivery team to make sure this doesn't happen again.

Thanks again for your message—and we hope you give us another try!

Best,


The Burger Bang Team


Send


- a. Did the company take enough responsibility?
- b. Would you give them another chance? Why?
- c. What else could they have offered (if anything)?



10. Choose one of the complaints below. Write a polite email to the company explaining what went wrong and what you want them to do. Use Jordan's email as a model. Try to use complaint vocabulary.

 Concert Chaos - You bought tickets to see your favourite artist. The show started 2 hours late, and the sound was awful. You couldn't even hear half the songs and ended up leaving early. 🎯 You want a partial refund or at least an apology.

 Bad Hotel Stay on School Trip - The room was dirty, the shower didn't work, and the staff were rude when you asked for help. 🎯 You want an apology or a partial refund for the inconvenience.

 Gaming Glitch - Weekend Ruined You downloaded a game you were *really hyped for*. It cost €19.99, but it's been crashing nonstop since you installed it. You've tried restarting, updating—nothing worked. You messaged support days ago and got no reply. 🎯 You want a refund or for them to fix the bugs ASAP.

To:

Subject:

Send