complaint

1 Verb + complaint

Use the correct form of these verbs:

have *investigate* *make*
receive *refer* *uphold*

1. I'm not happy with the service and, to be honest, the food was not very warm. I'm not going to ..... an official complaint, but I think you should know that we were not happy.
2. I'm afraid I ..... a complaint. Can I speak to the person in charge, please?
3. A senior police officer has been suspended from duty while complaints against him are being ..... .
4. The court refused to ..... the complaint against the newspaper. The footballer, John Inset, had claimed that the story run by the paper had seriously damaged his reputation.
5. Due to the seriousness of your complaint, it will have to be ..... to the board.
6. The cinema has ..... complaints from customers about the lack of parking facilities.

2 Common adjective collocations

Complete the sentences below with the following:

common *constant* *justified* *preposterous*
official *isolated* *serious* *single*

1. This is the fourth time this week! Your ..... complaints are beginning to annoy me.
2. The most ..... complaint tourists have about London is the high price of everything.
3. If you are not happy with the treatment you've received, you should lodge an ..... complaint.
4. I think our complaints are totally ..... .We didn't receive the quality of service we paid for.
5. The new timetable has been successful. We've only received one or two ..... complaints.
6. I'm very happy with the new members of staff. I haven't heard a ..... complaint about them.
7. Inspectors visited the school after receiving a string of ..... complaints from parents about poor standards of teaching.
8. I've never heard such a ..... complaint in my life! Tony is the most competent person I've ever met.

3 Noun + preposition + complaint

Complete the sentences below with a suitable preposition:

1. If you are unhappy with the work done on your house, get a lawyer to draft a letter ..... complaint.
2. If you feel you have any cause ..... complaint, please contact the manager.
3. This year there has been a record number ..... complaints about the standard of service on Britain's railways. In fact, rail offices around the country have been flooded ..... complaints.
4. If you have good grounds ..... complaint, then it is company policy to offer you compensation.
5. The council has received a constant stream ..... complaints about the noise coming from the Voodoo nightclub in Surrey Street.
6. Having to wait over 24 hours at the airport comes high on my list ..... complaints about our holiday.

Go back and underline the complete expressions using a noun + preposition + *complaint*.

Notes

1. Note the following:
   I really had no cause for complaint. I was treated very well.
2. Note the following verbs used to describe making a complaint:
   She has brought a complaint against her manager for unfair dismissal.
   They have filed a complaint with the local authority about the lack of leisure facilities in the area.
   You can also 'lodge' a formal complaint.
3. Complaints are 'dealt with':
   I'm sorry we are unable to deal with your complaint immediately, but we'll get back to you next week.
4. Notice the expression:
   The manager was dismissed after complaints about the quality of his work.
5. Notice the way to refer to lots of complaints:
   a stream of complaints
   a string of complaints

LIVEWORKSHEETS