

Making a Complaint

Complaint (noun) – example: He made a complaint about his neighbour

Complain (verb)- He complained about his neighbour

A. Get someone's attention

- a. I'm sorry, but...(problem)
- b. Excuse me, but...
- c. Could I speak to you?



I want to talk to you. I don't want to cause a problem. I don't want you to feel bad.

B. Say the problem

- a. There's a problem.
- b. There is something wrong.
- c. I have a problem with...(something)



Explain the problem

C. Solve the problem

- a. Compromise
- b. Do you mind...(verb+ing)



Find a compromise

*Example: Do you mind cutting the grass?
Do you mind*

Dialogue

Ronald: Hi Steve.

Steve: Hi Ronald. How are you doing? I'm doing well. I'm sorry, but can I talk to you a minute.

Ronald: Sure, Steve. What's wrong?

Steve: Well, I don't know if you know this. Your children are knocking at my vines. I'm afraid it will break the branches. Do you mind telling them not to pull on the vines? ...

Owen: Hi. Excuse me, Patsy, but can we talk for a minute.

Patsy: Sure, Owen. What's the wrong?

Owen: I hate to complain, but the grass in your yard is getting quite long. The neighbourhood is starting to look messy. Would you mind cutting it, please?

Owen: Oh, ...