■ Part 4

Questions 24-30

You will hear a radio interview with Tania Brown, who is talking about how dissatisfied consumers should make complaints. For questions **24-30**, choose the best answer (**A**, **B** or **C**).

24 Tania now works for

A a consumer rights organisation.
B an academic institution.
C a magazine.

24

25 Tania says that when Rebecca makes her complaint the most important thing is to

A be sure about what she wants to achieve.
B focus on getting her money back.
C ask the company certain key questions.

25

26 Tania recommends that Rebecca discuss her plan of action with

A a friend.
B her mother.
C an independent agency.

26

27 Why does Tania recommend making a phone call?

A to find out how the company usually deals with complaints
B to find the name of the person responsible
C to make a recording of the company's initial response

27

28 What does Tania say about typed versus handwritten letters?

A handwriting is better – as long as it is neat
B typing is preferable
C both are equally good

28

29 What does Tania recommend including in a letter of complaint?

A a deadline for a reply
B the name of the person who caused the problem
C a clear photo of the problem article

29

30 What kind of language does Tania recommend for a letter of complaint?

A appropriately insulting
B as objective as possible
C well-organised and business-like

30

LIVEWORKSHEETS