

Complaints and Complaining

1. What is the first thing you think of when you hear the word, complaint?
2. When was the last time that you complained about something and what did you complain about?
3. What did you do or think the last time you heard someone complaining in a restaurant?
4. Do you complain often? Would people describe you as a complainer?
5. Is it appropriate to complain if you are not satisfied with your food in a restaurant? What would you say if you were not happy with the food?
6. Do you think it is appropriate to complain in the following places: hotel, airport, hospital, or store?
7. Who do you think generally complains the most, men or women? Young or older people?
8. Has anyone ever complained to you? What did they complain about and what did you do to solve the complaint?
9. Who is the biggest complainer among your family or friends?
10. In your opinion, does complaining increase or decrease stress?
11. What style of complaining do you think works best?
12. Which of the following is the easiest and why - complaining in person, by email or by phone?
13. Do you think people complain more frequently in your home country or where you live now?
14. Do people complain to you? What kinds of things do they complain about?
15. Which words or phrases can you use to help make a complaint politely?
16. What do you think about a person who complains loudly in public?
17. How would you use the following words when you are making a complaint? How might someone use these words to handle your complaint?

Complain	Refund	Exchange	Replace	Apologize
Resolve	Interrupt	Blame	Manager	explain

18. Have you ever regretted making a complaint?
19. Did you complain when you were a child or a teenager? What did you complain about?
20. What would you do or say if you ordered food for delivery and it arrived late and cold?
21. What complaints do you often make to your boyfriend or girlfriend or husband or wife?
22. What are the most common complaints about movies or tv programs?
23. Did you ever have a complaint about a vacation? What happened?