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Real Listening and Speaking/ 2nd Class

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Making a complaint in a shop

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In the world of trade, customer satisfaction is paramount. However, there are times when experiences may fall short of expectations due to faulty products, inadequate service, or other issues. Knowing how to effectively communicate a complaint in a shop is essential for customers seeking resolution. It not only helps address personal grievances but also provides valuable feedback to businesses aiming to improve their services. This guide outlines the steps to make a complaint in a shop, emphasizing the importance of a calm and respectful approach to ensure a constructive dialogue and a satisfactory outcome. When making a complaint in a shop, it's important to approach the situation calmly and clearly. Here's a step-by-step guide:

1. Preparation:

- Gather relevant information (receipt, product details, etc.).
- Identify the specific issue (defective product, poor service, etc.).

2. Choose the Right Time:

- Visit the shop during less busy hours to ensure staff can give you attention.

3. Approach Staff Politely:

- Start with a friendly greeting and ask if they can help you.

4. State the Issue Clearly:

- Explain the problem concisely. Use "I" statements to express how you feel, e.g., "I was disappointed with...".

5. Listen to Their Response:

- Allow the staff to explain or offer solutions. They may not be aware of the issue.

6. Seek a Resolution:

- Specify what you would like as a resolution (refund, replacement, etc.).

7. Stay Calm and Respectful:

- If the staff is unhelpful, remain calm. Ask to speak with a manager if necessary.

8. Follow Up:

- If the issue isn't resolved, consider writing a formal complaint or contacting customer service.

9. Thank Them:

- Regardless of the outcome, thank the staff for their time.

By keeping your complaint professional and respectful, you are more likely to achieve a positive outcome.

Useful expressions you can use when making a complaint in a shop:

Opening the Conversation

- "Hi, I hope you're doing well today."
- "I have a concern I'd like to discuss."
- "Could you help me with an issue I've encountered?"

Stating the Problem

- "I'm writing to express my disappointment about..."
- "I recently purchased [product] and I've encountered a problem."
- "I'd like to bring to your attention an issue with..."

Describing the Issue

- "The [product] has not been functioning as expected."
- "I was unhappy with the service I received because..."
- "I noticed that [specific problem] happened during my visit."

Seeking Resolution

- "I would appreciate a refund for this product."

- "Is it possible to exchange it for a different item?"
- "I'd like to know what can be done to resolve this issue."

Acknowledging Their Response

- "Thank you for looking into this for me."
- "I appreciate your help with this matter."
- "That's good to know; thank you for explaining."

Closing the Conversation

- "Thank you for your time and assistance."
- "I look forward to your help in resolving this."
- "I appreciate your attention to this issue."

Expressing Frustration (If Necessary)

- "I'm quite frustrated because I expected better quality/service."
- "This has been quite disappointing, and I hope we can resolve it quickly."

Using these expressions can help you communicate your concerns clearly and effectively while maintaining a respectful tone.