

MAKING COMPLAINTS POLITELY

B2-C1 | Conversation practice examples for raising concerns constructively

Conversation: Reporting a missed collection

Business owner	Unfortunately , our recycling hasn't been collected for two weeks, although we're paying for a weekly service.
Account adviser	I'm sorry. I'll check the collection record. Has anyone contacted you about access problems?
Business owner	No. The bins are in the usual place. This has caused a build-up that is now blocking part of the yard.
Account adviser	The record shows one missed visit, but not two. I'll ask the route supervisor to check both dates.
Business owner	Could this be looked into today? We need the yard clear before our delivery tomorrow morning.
Account adviser	Yes. I'll request an urgent collection and call you by three with the confirmed time.
Business owner	Thank you. I'd like to request a credit for the missed visits as well.
Account adviser	I'll include that in the case. We can confirm the adjustment once the supervisor has checked the record.

Key phrases: Unfortunately / This has caused / Could this be looked into / I'd like to request

Conversation: A training course that changed

Participant	I'm concerned about the change to tomorrow's course. The practical session was the main reason I booked.
Organiser	The trainer has had to cancel that part. We're offering an extended question-and-answer session instead.
Participant	I understand that unexpected things happen, but that doesn't provide the same practice. I'd appreciate it if you could explain my options.
Organiser	You can attend tomorrow, transfer to the next full course or receive a refund.
Participant	When is the next full course? I'd rather transfer if I can attend.
Organiser	It's on the eighteenth, and the same practical activities are included.
Participant	That date works. I hope we can resolve this by moving my booking without any extra charge.
Organiser	Certainly. There's no additional fee, and I'll send the revised confirmation today.

Key phrases: I'm concerned about / I'd appreciate it if / I hope we can resolve

Create your own conversation

Choose one prompt. Use at least two key phrases and include a natural response and follow-up.

Prompt 1: Raise a concern about a service that has not been delivered. Explain the impact and request specific action.

Prompt 2: Complain constructively about a significant course change. Discuss alternatives and agree on a suitable resolution.