

RESPONDING TO COMPLAINTS

A2-B1 | Conversation practice examples for responding helpfully to a problem

Conversation: A missing part in a kit

Customer	I bought this shelf yesterday, but one of the brackets is missing. I can't finish putting it up.
Assistant	I'm sorry about that. Do you have the box or the product number with you?
Customer	Here's the box. I checked all the packaging in case the bracket was hidden inside.
Assistant	Thank you for telling me. Let me see whether we have a spare part for this model.
Customer	I'd rather not return the whole shelf if I can avoid it. I've already built most of it.
Assistant	I understand. We have the brackets in stock, so we can give you the missing one now.
Customer	That's good. Do I need to pay for it?
Assistant	No, it should have been included. I'll check that this is the right size before you leave.

Key phrases: I'm sorry about that. / Thank you for telling me. / Let me / I understand. / we can

Conversation: A noisy study room

Student	People in the room next door are playing loud music. I booked this room to record a presentation.
Receptionist	I apologise for the disturbance. The music session was supposed to use the room downstairs.
Student	I've tried recording twice, but the music is louder than my voice.
Receptionist	I'll speak to the tutor and ask them to move. It may take a few minutes.
Student	My booking finishes at four. Will I have time to start again?
Receptionist	We can extend it by half an hour at no charge. Would that help ?
Student	Yes, that should be enough. Thank you for sorting it out.
Receptionist	You're welcome. I'll come back as soon as the other room is quiet.

Key phrases: I apologise for / I'll / Would / help

Create your own conversation

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

Prompt 1: Respond to a complaint about an incomplete product. Acknowledge the problem and offer a precise solution.

Prompt 2: Handle a complaint about a disturbance. Explain what you will do and address the time the person has lost.