

RESPONDING TO COMPLAINTS

B2-C1 | Conversation practice examples for handling concerns professionally

Conversation: A duplicate charge

Customer	My account shows two payments for the same order. One has already been taken from my bank.
Adviser	Thank you for bringing this to our attention. Can you tell me whether the second entry is completed or pending?
Customer	It's marked as completed as well. Both have the same order number.
Adviser	I understand your concern. I'll check the transaction references rather than assume one is only a temporary hold.
Customer	How long will that take? I need to know whether to contact my bank.
Adviser	We're looking into both entries now. I'll email you the findings this afternoon and explain any refund timing.
Customer	I appreciate that. Please make sure I don't have to pay another fee to get the money back.
Adviser	We'll make sure any duplicate charge is refunded in full. Please keep the statement until we've confirmed the correction.

Key phrases: Thank you for bringing / I understand your concern. / We're looking into / We'll make sure

Conversation: A delayed repair at a sports centre

Member	The accessible changing room has been closed for ten days. The notice originally said it would reopen last Friday.
Manager	Please accept our apologies. The replacement fitting arrived damaged, and we should have updated the notice sooner.
Member	Without that room, my son can't change here. We've missed two sessions already.
Manager	I'm sorry to hear that it's prevented him from attending. The standard changing rooms aren't a suitable alternative.
Member	Exactly. Can you give us a definite update instead of telling us to check again?
Manager	To resolve this, I'll contact the repair team today and send you a clear update by five, even if the reopening date isn't settled.
Member	Thank you. Could you also explain what happens to the sessions we've paid for?
Manager	Yes, I'll arrange a credit for the missed sessions. We appreciate your patience, and I recognise that you need reliable information now.

Key phrases: Please accept our apologies. / I'm sorry to hear / To resolve this / We appreciate your patience

Create your own conversation

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

Prompt 1: Handle a concern about a duplicate payment. Avoid assumptions and specify what will be checked and when.

Prompt 2: Respond to a service failure that prevents access. Acknowledge the impact and commit to a clear update.