‘I want to Complain’ cards

Situation 1
Roles: Customer and newsagent
Issue: A newspaper has been delivered but not put through the letterbox. It has got soaked and ruined in a rainstorm and it is not the first time this has happened
Now: Role play the customer tackling the issue with the newsagent

Situation 2
Roles: Customer and delivery company
Issue: A package ordered from the Internet has been delivered to a careless neighbour despite the customer telling the deliverer they would be out at the time. While at the neighbour’s house the package has been damaged.
Now: Role play the phone call the customer makes to the delivery company

Situation 3
Roles: Customer and electrical goods store salesperson
Issue: Some hair straighteners are taking far too long to heat up and the customer has got fed up and wants their money back.
Now: Role play the customer trying to return the hair straighteners

Situation 4
Roles: Customer and clothes store assistant
Issue: A jumper (which clearly states “dry clean only”) has shrunk in the wash
Now: Role play the customer trying to return the jumper

Situation 5
Roles: Customer and travel agent
Issue: A holiday has been purchased and paid for but flight times have been changed meaning the customer will miss a day’s work (and pay)
Now: Role play the customer’s conversation with the travel agent
Situation 6

Roles: Customer and eBay complaints handler

Issue: A purchase from eBay looks nothing like the picture supplied and the seller is not responding

Now: Role play the telephone call between the customer and the eBay complaints handler

Situation 7

Roles: Customer and waiter

Issue: The spaghetti bolognaise in a restaurant has taken ages to arrive and is cold when it gets there. To make matters worse the waiter has spilled some of it on the customer’s lap

Now: Role play the customer making a complaint about the standard of service and food

Situation 8

Roles: Customer and vet’s receptionist

Issue: The customer has been persuaded to take out pet insurance and expects to receive a free pet basket as part of the deal. This has not arrived. The customer complains to the vet’s receptionist who offers four tins of pet food instead

Now: Role play the customer’s insistence on having a pet basket even though there are none left

Situation 9

Roles: Customer and sports shop assistant

Issue: The customer bought a new sports bag in the sale even though it was pointed out that the zip was slightly faulty. Matters with the zip have got worse and the customer is fed up with this and would also now like a different colour bag

Now: Role play the customer returning the bag to the shop for an exchange