

What is Making Complaints Politely?

Worksheet

Making complaints politely means expressing dissatisfaction while respecting the other person — using polite phrases, keeping a neutral tone, and offering solutions rather than blame.

Questions

1. Which opening is most polite for a complaint?
A) You always mess things up!
B) I noticed an issue and would like to discuss it.
C) This is completely unacceptable!
D) I'm furious about this.
2. What body language signals a polite complaint?
A) Crossed arms and frowning
B) Calm posture, steady eye contact, and relaxed hands
C) Pointing fingers
D) Raised voice
3. The goal of a polite complaint is to...
A) Win an argument
B) Make someone feel guilty
C) Resolve the issue and maintain the relationship
D) Prove you are right
4. How should you describe the problem?
A) Blame the person directly
B) Describe the impact on you without accusing
C) Exaggerate to make it seem serious
D) Assume their intentions were bad
5. A customer wants to complain about cold food at a restaurant.
6. An employee feels overworked and wants to discuss with their manager.
7. A student disagrees with a grade and wants to appeal politely.
8. Define: What is making complaints politely?
9. Define: Best opening phrase for a polite complaint?
10. Define: Why is tone important when complaining?

Answer Key

1. B) I noticed an issue and would like to discuss it. — 'I noticed...' is neutral and invites dialogue, showing respect.
2. B) Calm posture, steady eye contact, and relaxed hands — Calm body language reinforces polite words and builds trust.
3. C) Resolve the issue and maintain the relationship — Polite complaints aim at solutions, not victory — preserving respect matters.
4. B) Describe the impact on you without accusing — Focus on the problem, not the person — this keeps it professional and solvable.
5. Polite approach: 'Excuse me, I appreciate the effort, but I noticed my meal arrived cold. Could you please warm it up or prepare a fresh plate?' This is specific, calm, and solution-focused.
6. Professional complaint: 'I've noticed my workload has increased significantly. I want to ensure quality work, but I'm concerned about meeting deadlines. Could we discuss workload distribution?' Shows concern for quality, not blame.
7. Respectful approach: 'Thank you for the feedback. I'd like to understand my grade better. Could we review the rubric together?' Asks for clarification first, showing willingness to learn.
8. Expressing dissatisfaction respectfully using neutral language, keeping a calm tone, and suggesting solutions.
9. Use 'I appreciate... but' or 'I noticed...' instead of accusatory language like 'You did...'
10. Tone conveys respect; a calm, neutral tone shows you want resolution, not conflict.

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