

Making an Appropriate Complaint

Suggested Role-Plays

- 1.** At recess, everyone always plays soccer, but you want to play basketball. You don't think it's fair that soccer is the only recess game you get to play. Following the steps of the skill, show how you would complain to your friends and the teacher.
- 2.** Your teacher gave you a "B" for your essay about mountain lions. You think your essay deserved an "A." Show how you would approach the teacher to complain about your grade.
- 3.** At home, it's your job to do the dishes after dinner. Your brother's job is to take the family dog for a walk. You don't think it's fair that you always get stuck doing the dishes. Describe how you would make an appropriate complaint to your parents.
- 4.** You think your teacher gives more attention to other students and always calls on them, even though you raise your hand to answer questions, too. Show how you would complain about this situation and include the best time(s) to approach the teacher (during class, before class, after school, etc.).
- 5.** Last weekend, your parents told your sister to clean out the garage. She did, but she forgot to clean and organize the shelves. Your parents tell you to finish cleaning the garage this weekend, but you think your sister should do it. Describe how you would make an appropriate complaint to your parents, and then describe how you would complain to your sister in a calm, polite way.

Making an Appropriate Complaint Think Sheet

Name _____ Date _____

Why should you learn how to make a complaint in a polite or calm way?

One step in the skill of **Making an Appropriate Complaint** involves focusing on the problem rather than the person. What can you say to someone that will help keep the conversation or complaint focused on solving a problem instead of blaming a person?

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How can using the skill of **Making an Appropriate Complaint** help you at school?

How can using the skill of **Making an Appropriate Complaint** improve the relationships you have with your parents or siblings?

Making an Appropriate Complaint

- 1. Look at the person.**
- 2. Phrase your complaint as an objective problem, not a personal attack.**
- 3. Remain calm and pleasant.**
- 4. Be assertive, but avoid repeating your complaint over and over.**
- 5. Thank the person for his or her cooperation.**