

## Lesson 19: How to Make a Complaint

By Xandra

### 1. Dialogue

*First, repeat after your tutor. Then, practice each role.*

Beth: Sir, I'd like to **file a complaint** about my neighbor.

Eiji, the Policeman: What's the situation about, Ma'am?

Beth: Mr. Nakamura, my next door neighbor, is always drunk.

Eiji: I see. Is he causing you any problems?

Beth: Yes. Last week, he stepped on my poodle. My poor pet had to have surgery. When I asked Mr. Nakamura about it, he said that he thought the dog was a rug. But that's not all...

Eiji: Go on, Ma'am.

Beth: Two nights ago, he had his stereo on so loud that the whole floor shook. The neighbors woke up and gathered around his door. We knocked for a long time but he never answered. The loud music went on until five in the morning.

Eiji: That's a case of public disturbance due to intoxication. You could file a police report against him.

Beth: I don't want him to go to jail, though. He's a good man when he's not drunk.

Eiji: I'll tell you what, Ma'am. The police will give him a visit in his apartment. Thank you for coming to the station.

### 2. Today's Phrase

*First, repeat after your tutor. Then, make a few sentences using Today's phrase.*

1. Beth **filed a complaint** against Mr. Nakamura.
2. You really should **file a complaint** to the police before things get out of hand.
3. Have you **filed a complaint** about your rude co-worker?

\* file a complaint / 告訴する、苦情を申し立てる

### 3. Your Task

*Your boss has been giving you a hard time at work and you feel that it's time to tell him.*

*Talk to your boss (=your tutor) about your work issues.*

*Give at least five complaints or situations.*

### 4. Let's Talk

*When was the last time you made a complaint? What was it about and how did you make the complaint? Was your complaint resolved? Give an explanation.*

### 5. Today's photo

*Describe the photo in your words.*



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