

COMPLAINING DISCUSSION

STUDENT A's QUESTIONS (Do not show these to student B)

- 1) What springs to mind when you hear the word 'complain'?
- 2) Are you a complainer?
- 3) Who do you usually complain to?
- 4) What complaints do you have at the moment?
- 5) Have you ever complained in a restaurant, hotel, airplane or train?
- 6) How often do people complain to you?
- 7) How often do people complain about you?
- 8) Do you have any complaints about English?
- 9) What are your biggest complaints about your friends?
- 10) Do men or women complain more?

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STUDENT B's QUESTIONS (Do not show these to student A)

- 1) What kinds of things do you complain about?
- 2) When was the last time you complained about something?
- 3) Have you ever written a letter or e-mail of complaint?
- 4) Do you like complaining?
- 5) What is your complaining style – polite or aggressive?
- 6) How often do you complain to yourself in public?
- 7) Do you think complaining relieves stress?
- 8) Do you like to watch when other people complain?
- 9) Have you ever got a better service after you've complained?
- 10) Why might people complain about you?

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