

Talk about a thing you complained about something: IELTS Cue Card

Cue Card/Topic: Talk about a thing you complained about something

You should say

What did you complain about?
Who did you complain to?
When did it happen?
What was the result, and why were you satisfied?

Talk about a thing you complained about something: Sample Answers

Sample Answer 1

Introduction (covers: What did you complain about?)

- Last month, I complained about a delayed flight at the airport. The situation was frustrating because I had an important meeting the next morning.
- The delay was poorly communicated, causing confusion and inconvenience for all passengers.
- I felt it was necessary to address the issue to improve the experience for future travellers.

Describing Your Experience/Opinion/Interest (covers: Who did you complain to?, When did it happen?)

- I felt very frustrated and anxious because I had planned my trip meticulously. The airline's lack of timely updates only added to my stress.
- I approached the airline's customer service desk to express my concerns.
- I believed that clear communication and timely updates could have alleviated much of the stress caused by the delay.

Key Highlights (covers: Who did you complain to?)

- At the customer service desk, I explained the inconvenience caused by the lack of information.
- I emphasised the need for better communication and regular updates for passengers. The staff listened patiently and assured me they would give my feedback to the relevant department.
- They also offered a meal voucher as compensation, which was a nice gesture.

Conclusion (covers: What was the result, and why were you satisfied?)

- My complaint made me realise the importance of effective communication in reducing passenger stress.
- The airline's response was encouraging, and I hope they implement better communication strategies in the future.
- This experience taught me that voicing concerns can lead to positive changes.
- Overall, I felt more satisfied knowing that my feedback might help improve services for other travellers.

Sample Answer 2

Introduction (covers: What did you complain about?)

- Recently, I complained about the poor quality of service at a restaurant in Mumbai. It was disappointing because I had been looking forward to a pleasant dining experience with my family.
- The lack of attention from the staff and the long wait for our food prompted me to voice my concerns.
- I believe that providing feedback could help the restaurant improve its service standards.

Describing Your Experience/Opinion/Interest (covers: Who did you complain to?, When did it happen?)

- I felt frustrated and let down by the restaurant's indifferent attitude towards its customers.
- Despite making a reservation, we had to wait for over an hour to be seated. Once seated, the service was slow, and our orders were mixed up.
- I approached the manager politely to express my dissatisfaction and suggest improvements. As a regular customer, I felt that I was responsible for highlighting areas for improvement.

Key Highlights (covers: Who did you complain to?)

- During my conversation with the manager, I highlighted the specific instances where the service fell short of expectations.
- I stressed the importance of attentive staff and efficient service in providing a positive dining experience.
- The manager apologised for the inconvenience and assured me that steps would be taken to address the issues raised.
- As a gesture of goodwill, he also offered a complimentary dessert.

Conclusion (covers: What was the result, and why were you satisfied?)

- My complaint served as a reminder that customer feedback is essential for businesses to thrive.
- I appreciated the restaurant's willingness to listen and address my concerns. Moving forward, I hope to see improvements in their service standards.

- This experience reaffirmed my belief in the power of constructive feedback in driving positive change.
- Overall, I felt satisfied knowing that my complaint might enhance the dining experience for future patrons.

Sample Answer 3

Introduction (covers: What did you complain about?)

- A recent complaint I made was regarding the poor internet connectivity provided by my broadband service provider in Delhi.
- The unreliable internet service was causing disruptions to my work and affecting my productivity.
- Frustrated by frequent outages and slow speeds, I decided to raise the issue with the service provider to seek a resolution.
- I believed that addressing the problem was crucial to ensure a seamless internet experience.

Describing Your Experience/Opinion/Interest (covers: Who did you complain to?, When did it happen?)

- As someone who relies heavily on the internet for work and personal use, the constant disruptions were immensely frustrating.
- Despite multiple complaints, the issue persisted, leading to mounting frustration and inconvenience.
- I contacted the customer service helpline to express my dissatisfaction and stress the importance of reliable internet connectivity.
- I felt it was essential to hold the service provider accountable for delivering the promised service quality.

Key Highlights (covers: Who did you complain to?)

- During my interaction with the customer service representative, I outlined the frequency and duration of the internet outages experienced.
- I emphasised the impact of these disruptions on my work deadlines and online activities.
- I requested immediate action to address the underlying issues causing the poor connectivity.
- The representative assured me that the matter would be escalated to the technical team for resolution.

Conclusion (covers: What was the result, and why were you satisfied?)

- My complaint underscored the significance of reliable internet connectivity in today's digital age.
- The service provider's response to my concerns will determine my continued patronage.
- I hope that by addressing the issue promptly, the service provider can restore trust and confidence among its customers.

- This experience reinforced the importance of advocating for one's rights as a consumer and seeking redressal for subpar services.
- Overall, I remain hopeful for a swift resolution and improved internet services in the future.
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Talk about a thing you complained about something: Follow-Up Questions

In the IELTS Speaking test, after you finish speaking on your cue card topic, the examiner will ask you follow-up questions. These questions are meant to delve deeper into the topic and assess your ability to express ideas, opinions, and reasons clearly.

Expect to answer questions that require you to explain, describe, and justify your thoughts in more detail.

Question 1: How did you feel after making the complaint?

Answer 1: After making the complaint, I felt relieved and hopeful that my concerns would be addressed. It was a cathartic experience to voice my frustrations and seek a resolution. I also felt empowered knowing that I had taken proactive steps to address the issue.

Answer 2: Making the complaint left me feeling frustrated and uncertain about whether it would lead to any meaningful change. While I appreciated the opportunity to express my concerns, I couldn't help but feel sceptical about the effectiveness of the complaint process.

Question 2: Do you think complaining is effective in resolving issues?

Answer 1: Yes, I believe complaining can be effective in resolving issues, especially when done constructively. By voicing our concerns, we bring attention to areas that require improvement and prompt action from relevant authorities. Complaints serve as a catalyst for positive change and help maintain standards of quality and service.

Answer 2: In some cases, complaining may not always lead to immediate solutions. However, it still plays a vital role in highlighting systemic issues and holding accountable those responsible for addressing them. While the outcome may vary, the act of complaining demonstrates a commitment to seeking redressal and advocating for better standards.

Question 3: How do you think companies should respond to customer complaints?

Answer 1: Companies should respond to customer complaints promptly and empathetically. They should acknowledge the validity of the complaint and take proactive steps to address the issue. Transparent communication and timely resolution are key to rebuilding trust and maintaining customer satisfaction.

Answer 2: I believe companies should view customer complaints as opportunities for improvement rather than as inconveniences. They should listen attentively to customer feedback, apologise for any inconvenience caused, and take concrete actions to rectify the

situation. By demonstrating accountability and a commitment to customer satisfaction, companies can turn complaints into opportunities for positive change.

Question 4: Have you ever received a satisfactory response to a complaint?

Answer 1: Yes, I have received satisfactory responses to complaints on several occasions. In one instance, after lodging a complaint about a faulty product, the company promptly replaced it with a new one. Their proactive response and willingness to rectify the issue restored my faith in their brand.

Answer 2: Unfortunately, there have been instances where my complaints were not adequately addressed, leaving me feeling frustrated and dissatisfied. Despite raising valid concerns, the responses received were dismissive or lacked concrete solutions, leading to a sense of disappointment and disillusionment.

Frequently Asked Questions

Q. What is an IELTS Cue Card?

- A.** An IELTS Cue Card is a prompt given during the Speaking test, requiring you to speak on a specific topic for up to two minutes. It aims to assess your ability to express ideas, opinions, and experiences coherently and fluently within a given time frame.

Q. How should I organise my answer for the Cue Card topic?

- A.** To organise your answer effectively, divide it into sections: Introduction, Description, Key Points, and Conclusion. Begin by introducing the topic briefly, then delve into your experiences or opinions, highlight key points, and conclude by summarising your main ideas.

Q. How much time do I have to prepare for the Cue Card topic?

- A.** You have one minute to prepare after receiving the Cue Card before you begin speaking. During this time, you can brainstorm ideas, jot down key points, and plan the structure of your response. Use this preparation time wisely to ensure a well-structured and coherent answer during your speaking.