

Problems and complaints - Part 2

#### **Problems and complaints**

**Situation:** You are a customer service representative at SkillUpU.com, a company that offers online business-related courses, as well as in-house training courses at various locations around England.

You reply to a customer complaint.

#### 1 READING AN EMAIL OF COMPLAINT

SkillUpU accepts online payments for its courses and requires students to create an account with their payment details. You receive an email of complaint from a student.

From: elario.morrison@samail.co.sa
To: customerservice@SkillUpU.co.uk

Subject: Account hacked

Your security is a FAIL - my account has been hacked!

I received three emails this morning saying that I booked courses last night - while I was asleep! Conveniently, they are three of your most expensive courses - a total amount of £3600!

Sure enough, I checked my credit card and there are three entries, all with today's date, with SkillUpU as the payment recipient.

How could this happen given the amazingly secure encryption SkillUpU advertises??? You know what - your security is not amazing. In fact, you've got major problems with your security!

I'm really angry about this - I demand a full refund! You'd better fix this immediately!

Elario Morrison

## A) Read the email of complaint and do the following tasks.

- 1. Summarize the problem and how it was discovered.
- 2. Describe the tone of the email.
- 3. Do you think that this is the right way to write a complaint in this situation?

### B) Change the following complaints to make them more polite.

- 1 I'm telling you loud and clear that I'm very disappointed about the security measures.
- 2 You'd better get back to me by the end of the day.
- 3 You have a big problem with your customer account security.
- 4 I demand that you refund the amount of these purchases in full.
- 5 I'm angry about wasting my time to deal with this.
- 6 Your security has failed my account has been hacked!
- 7 I'm telling you to fix this ASAP

# Making a complaint

- I'm afraid I've got a complaint (about) ...
- I request that ...
- I'm sorry to say this but ...
- There could be a problem with the ...
- Can I ask that you ...
- I would appreciate it if you'd ...
- I'm not happy about ...



## C) Write a more polite version of the email of complaint.

## Replying to a complaint

You pass the complaint on to the IT Security team at SkillUpU. In the meantime, you reply to the customer.

From: customerservice@SkillUpU.co.uk
To: elario.morrison@samail.co.sa
Subject: Re: Account hacked

## Dear Mr Morrison

I'm very sorry to hear	_ that you are experiencing difficulties with our service and
I would like to apologize for	_ the upset this has caused you.
I can assure you	_ that your request is being taken very seriously and has been
passed on to our fraud investigation team.	
Please be assured	_ that we are actively investigating the matter and will contact you
within 24 hours to provide an update. I request that youplease bear with us in the meantime	
Due to the possibility that your credit card details have been compromised, we recommend that you	
contact your credit card provider to be advised on further actions.	
We are doing everything we can	_ to resolve this issue as soon as pbssible.
We regret any iconvenience	_ that this has caused you and we
thank you for your patience	_

Yours sincerely

## SkillUpU Customer Service

Replying to a complaint

I can assure you (that) ...
I'm very sorry to hear (that) ...
I would like to apologize for ...
Please bear with us in the meantime.

Please be assured (that) ...
We are doing everything we can (to) ...
We regret any inconvenience (that) ...
We thank you for your patience.