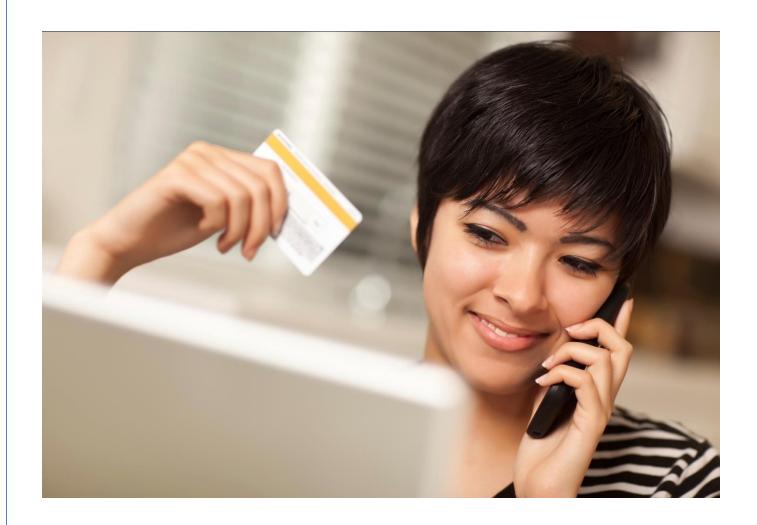


# Consumer Law

# Making a Complaint

Listening Package



# **Listening Package**

## **Consumer Law: Making a Complaint**

#### Lesson Objectives

- Identify the key steps in making a consumer complaint
- Identify how to protect oneself when hiring a contractor or repairperson
- Identify key steps to do if someone owes you money or if you have a problem with debt and where to get help

#### Instructions for the Teacher

The following listening tasks have been modelled on the *CLB 7-10 Exit Assessment Tasks* that CLB 7/8 students take to progress or exit their programs. You may choose to use the tasks in a variety of ways:

- As a practice test
  - do not allow dictionaries or other supports
  - o give each student a copy of the listening task
  - read the instructions
  - play the video twice through without stopping, pausing for 30 seconds between viewing
  - o gather the tests and score them
- As listening skills development
  - o generate interest and activate prior knowledge
  - set a gist task (Who? Relationship? Mood?)
  - watch, confer with small groups
  - o watch, stop, predict, confirm
  - o give listening tasks (below)
  - watch, confer with small groups
  - o discuss content of videos
  - o role play a related workplace situation
- As self-study
  - assign as in-class, online or at home work

#### **Video Script**

Sean: Look, just have Mr. Harris to call me back! OK?

Ed: Still having issue's with your roof?

Sean: Yea, it's leaking again for the third time this week.

Ed: The roofing company still giving you the run around?

Sean: Yep, It's not my fault they botched the job.

Ed: When did they say they would be come by to fix the leak?

Sean: They said they were going to come by 4 days ago, I've been very patient giving them plenty of time to remedy the problem, but with the weather changing this week I am worried that the water will seep into my attic and if it gets into the walls I could have mold problems. I'm at my wits end with these guys.

Ed: Mold can be very dangerous, especially for your daughter's asthma.

Sean: Yes it is. My wife is very concerned about her having an asthma attack as it is, if we have mold in the house she will be irate.

Ed: Have you called the consumer protection branch?

Sean: No, what can they do?

Ed: They can help you file a complaint or if the issue doesn't fall under their authority they can put you in touch with an agency that can help you

Sean: That sounds like my next step to take

Ed: You can google their contact information or I've got a resource book on Consumer Law at home – I lend it to you.

Sean: Thanks Ed.

Ed: No problem, you do have rights as a consumer not to be taken advantage of by a business especially when it puts your family's health and safety at risk. Let me know how it turns out.

Sean: Sure, I will. Thanks again Ed. I will give them a call them right now.

For more information and access to LR-ESL Lessons visit www.clicklaw.bc.ca

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#### Listening Tasks

#### TASK A

A Leaky Roof

You will watch a video of a man talking on the phone and then with his neighbor about a problem with his roof. You will watch the video twice. As you watch, answer the questions. You have 30 seconds to read the questions before you listen.

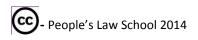
**Instructions:** Circle the correct answer or fill in the blanks for each question or statement.

Score: /8

#### Questions

- 1. What are the man's main problems? Circle the statements you think are his problems.
  - a) His roof is leaking.
  - b) The roofing company is not picking up his calls.
  - c) His wife is very angry.
  - d) His daughter might get sicker if the roof doesn't get fixed.
  - e) His neighbour overhears his conversation.
- 2. What does the man want Mr. Harris to do?
  - a) Repair his roof for the first time.
  - b) Call him back.
  - c) Hold the phone for 20 minutes.
- 3. Who is he talking to on the phone?
  - a) His wife.
  - b) Mr. Harris.
  - c) Mr. Harris' co-worker.

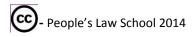
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- 4. The roofing company has been \_\_\_\_\_\_.
  - a) Difficult to get in contact with.
  - b) Busy with other clients.
  - c) Blaming the man for the leaky roof.
- 5. What does his neighbor suggest he do?
  - a) File a complaint on his own.
  - b) Move to his house for now.
  - c) Contact the consumer protection branch.
- 6. What does the consumer protection branch do?
  - a) They can help to file a complaint.
  - b) They can google agency contact information.
  - c) They can reimburse the expense.
- 7. What is the man's biggest concern about the mold?
  - a) He is worried about the mold problem because of the weather.
  - b) The mold will make his wife angry.
  - c) His daughter has a breathing problem that will be affected by the mold.

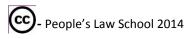




### TASK B

Instructions:	Complete the chart by checking 🗹 the description of each person - ${f one}$		
	name only for each description.	Score: /4	

	Mr.Harris	Sean	Sean's	Sean's	Sean's
			daughter	wife	neighbour
attempted to fix the leaky roof.					
might have an asthma attack if the leaky roof causes mold problems.					
owns a resource book on Consumer Law.					
tried to talk on the phone about the leaky roof.					



#### Listening Tasks: Answer Key

#### TASK A

Instructions: Circle the correct answer or fill in the blanks for each question or statement.

Score:

#### Questions

1. What are the man's main problems? Circle the statements you think are his problems.

#### His roof is leaking.

The roofing company is not picking up his calls.

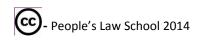
His wife is very angry.

#### His daughter might get sicker if the roof doesn't get fixed.

His neighbour overhears his conversation.

- 2. What does the man want Mr. Harris to do?
  - a) Repair his roof for the first time.
  - b) Call him back.
  - c) Hold the phone for 20 minutes.
- 3. Who is he talking to on the phone?
  - a) His wife.
  - b) Mr. Harris.
  - c) Mr. Harris' co-worker.
- 4. The roofing company has been \_\_\_\_\_
  - a) difficult to get in contact with.
  - b) busy with other clients.
  - c) blaming the man for the leaky roof.
- 5. What does the man mean when he says "I'm at my wits end with these guys"?
  - a) He wants to get his money back.
  - b) He will fix the roof himself.
  - c) He doesn't know what else to do.

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- 6. What does his neighbor suggest he do?
  - a) File a complaint on his own.
  - b) Move to his house for now.
  - c) Contact the consumer protection branch.
- 7. What does the consumer protection branch do?
  - a) They can help file a complaint.
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- 8. What is the man's biggest concern about the mold?
  - a) He is worried about the mold problem because of the weather.
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#### TASK B

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	Mr.Harris	Sean	Sean's daughter	Sean's wife	Sean's neighbour
attempted to fix the leaky roof.	٧				
might have an asthma attack if the leaky roof causes mold problems.			v		
owns a resource book on Consumer Law.					v
tried to talk on the phone about the leaky roof.		٧			