



# **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
  - 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
  - gather the tests and score them
- **As listening skills development**
  - generate interest and activate prior knowledge
  - set a gist task (Who? Relationship? Mood?)
  - watch, confer with small groups
  - watch, stop, predict, confirm
  - give listening tasks (below)
  - watch, confer with small groups
  - discuss content of videos
  - role play a related workplace situation
- **As self-study**
  - assign as in-class, online or at home work

## Video Script

---

Sean: No, you're not going to put me on hold, I've been on hold all ready for 20 minutes. Just have Mr. Harris call me back!

Ed: Still having issue's with your roof?

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

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 were supposed 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 hazardous, 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 – come over and borrow it.

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: I will call them right now thanks again Ed

(Sean dials his phone)

(Contact information or consumer protection branch appears on screen and copy of PLS's Consumer Law booklet cover with information on how to order booklet).

## 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.

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.
  
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.
  - b) They can google agency contact information.
  - c) They can reimburse the expense.
  
8. 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.

# Consumer Law: Making a Complaint



## TASK B

**Instructions:** Complete the chart by checking  the description of each person - **one name only for each description.** **Score: /4**

	Mr.Harris	Sean	Sean's daughter	Sean's wife	Sean's 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.**

# Consumer Law: Making a Complaint



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.**
  - b) They can google agency contact information.
  - c) They can reimburse the expense.
  
8. 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 - **one name only for each description.** **Score /4**

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