Essential vocabulary

* complain to tell someone formally that something is wrong

*If the service was so bad why didn’t you complain to the manager?*

*Guests often complain about the quality of service.*

complaint a written or spoken statement in which someone says that some-thing is wrong or unsatisfactory

*The company has new procedures for dealing with complaints.*

*My lawyer is going to compose a letter of complaint.*

*I wish to make a complaint | these chips are cold.*

make / express a complaint

have grounds for complaints

deal with / handle a complaint

* follow *sth* up phrasal verb (US ALSO follow up on *sth*) to find out more about something, or take further action connected with it

*The idea sounded interesting and I decided to follow it up.*

*He decided to follow up on his initial research and write a book.* follow-up *noun* a further action connected with something that happened before

* lack of *sth* when something is not available or when there is not enough of it *Her only problem is lack of money.*

lack (*verb*) to not have or not have enough of something that is needed or wanted

*He just lacks a little confidence.*

*We are lacking three members of staff.*

* insult to say or do something to someone that is rude or offensive insult an offensive remark or action
* ill- *prefix* in a way which is bad or not suitable *ill-prepared food*
* rude / offensive / tactless
* polite / attentive / tactful