

## **Tapescript CW 1.4**

### Complaint Report (Listening One)

New officer: Good morning. Can I help you?

Mrs W: Well, I hope so. I've been having a dreadful time, and I just didn't know what I could do until I thought of you. I need help with a cheating shop. I never knew such people existed before.

NO: Well, let me get the details down on this form and we'll try to help you though I must remind you that we are not a law enforcement body and can only try and help through voluntary co-operation between the parties concerned.

MW: Oh well, do your best. Now what do you need to know.

NO: First of all your personal particulars.

MW: Well, my name's Angela Willson - that's Mrs. And I live at Flat D, 21st floor ..... What's the matter?

NO: I'm sorry, but could you slow down?

MW: Well, I haven't got all day: Mrs Angela Willson, Flat D.

NO: I'm sorry could you spell your name, Willson - w - i - double l + son. Flat D, 21st floor, Livewell Mansions - you know live/well made into one word. That's at 50, Quiet St. Silly name - it can be very noisy - in Shatin. I hope you've got all that.

NO: I think so - and your telephone number?

MW: Home is 2, triple 9, eight-seven, six-one; 2, triple 9, eight-seven, six - one - and the office is 254 - one one - 872 - oh no, silly me - I'm always doing that, the 8 and the 7 should be the other way round. Now, let me tell you the story about this dreadful man. To think he was actually recommended to me.

NO: I'm sorry, but can we follow the form?

MW: Yes, if you must.

NO: Now what's the name of the dealer?

MW: I've got it all here on the bill. It's called Woodcrafts. Should be called Woodcheats. That's all one word, and it's at 13, Ying Choi St. -y-i-n-g, new word c-h-o-i St, Lamtin. Telephone two - eight - four nine - five one - zero/zero.

NO: Now can you tell what you bought there?

MW: Yes, well, my husband recently moved to a new flat - he got a promotion, you know, so we decided to get some nice furniture as we had a much larger living room. So I started looking around - and then someone told me about his shop- so I went along.

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- it was on the 4th June - I remember because it's here on the bill. I suppose you'll want the number, won't you - B-L-N-three sixty. So I looked around and was impressed by what I saw - so I went mad and bought a whole suite of furniture, well, even more than that - there was a long sofa, three armchairs, a coffee table and a dining table with six chairs. You've stopped writing - you really ought to go on a shorthand course or something like that my dear. A sofa, three armchairs, a coffee table, a dining table and six chairs - all in lovely carved rose-wood. I thought it was a real bargain at forty-five thousand dollars. Well, you don't get much for your money these days, do you? I paid there and then - yes, I know I was a fool - but the man seemed so nice, and he explained that they'd have to get the items ready specially for me. I should just have left a deposit - but I didn't - I'm a trusting person, and I don't expect to be cheated. So I paid and went home happily. They telephoned about 3 weeks later and on 4th July - I remember because that was the day the Americans celebrate - a delivery man brought the furniture. I was so excited. Of course, it was all wrapped up to stop it from being scratched - and anyway, they were only delivery men - so it wasn't until later when I'd unwrapped everything and started to arrange it that I noticed that two dining chairs and one arm-chair are a slightly different colour. They're much lighter - have almost a yellow look to them - and all the rest are a proper reddish colour. Well, I didn't like that - and the more I looked the more odd it seemed. I just don't feel comfortable with things not matching. So I called Mr Lo at the shop. He just said it was normal - and that if you bought handmade goods you couldn't expect them to be identical as with machine goods. He said sometimes the wood had a slightly different tone - anyway he wouldn't do anything about it. I went to see them and eventually they sent someone to the flat to have a look, but they said it all looked perfectly normal to them. Well, they don't have to live with them, do they? I demanded my money back, but they said they'd delivered what I'd ordered and I was being unreasonable. I said I was willing for them just to replace the three chairs - but they said if they came from another set they'd be even more different - they had so many excuses. Frankly I don't care what they do, as long as I have the furniture of the same colour. I hope you can make them listen to reason, as I haven't got anywhere with them - and I'm not going to give up until I'm satisfied.

NO: OK, Mrs Willson, I've got all that down, so I'll pass it to a case officer and we'll see what we can do, and then give you a call. Oh, and I need your ID number please.

MW: OK. XL579321

NO: EXL579321. OK. Now don't worry, Mrs Willson, we'll do our best for you, and give you a call in a couple of days and tell you what progress we've made.

MW: OK - thank you very much. I'll be waiting for your call very anxiously.