Child Form 12.5

Complaints

If you have a complaint, GET UP!

G – Get the person’s attention in a nice way.
E – Explain the situation—what happened.
T – Tell the person what you didn’t like—use “I” statements.
U – Under control: do not yell or throw a fit.
P – Pay attention! Listen to the other person’s reaction.

About Complaints:

- A positive, assertive complaint can make a situation better.
- An aggressive, angry complaint usually makes a situation worse because the other person doesn’t want to change and make it better. Then, everyone ends up mad and frustrated.
- Try to complain only when it really matters.
- Sometimes, when people are really angry, they might forget about giving a complaint in the right way because the other person might not seem to be listening to his or her complaint. But, just because the other person is having trouble listening (or understanding you) doesn’t mean that you should give up doing it correctly.