**Consumer Complaint Roleplay Practice B**

**Situation:** Consumer is in a wheelchair and does not want to go outside because she/he feels comfortable inside.

**Instructions:** With a partner, practice this conversation until it is easy to do without reading it.

Student A (Consumer): [Student B Name], “Where are you taking me? I don’t want to go outside.”

**Student B (PCA): “[Student A Name], OK, I understand that you** **don’t want to go outside****. Can you tell me what you would prefer (like) to do?”**

Student A (Consumer): “I want to stay in my room and watch TV.”

**Student B (PCA): “Yes. I understand you like to watch TV****.** **Maybe we can go around the block for 15 minutes or you can sit by the window to get some fresh air and still be able to watch TV?”**

Student A (Consumer): “OK. Around the block once will take less than 15 minutes so that’s OK. Then afterwards, I can watch TV.”

**Student B (PCA): “Since you only want to go outside for a little while, would you like to go around the long block once or around the short block twice?”**

Student A (Consumer): “The short block twice just in case I decide to go back inside sooner.”

**Student B (PCA):** “Sounds good. We will go around the short block as many times as you wish.”

Student A (Consumer): “Thank you.”

**Student B (PCA): “You’re welcome.** **I am here to help you.”**

Reminders:

* Greet the consumer by name.
* Paraphrase the complaint.
* Ask 2 open-ended questions.
* Provide 2 solutions.
* Close with a positive statement.
* Use non-verbal communication.
	+ Eye contact
	+ Leaning towards speaker
	+ Nodding
	+ Hand gestures
	+ Friendly tone of voice