

Making a Complaint

1. Decide what your complaint is
2. Decide whom to complain to
3. Tell that person your complaint
4. Tell that person what you would like done about the problem
5. Ask how he/she feels about what you've said

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Name: _____ Date: _____



Homework Sheet: Lesson 12

Fill in first three sections before leaving the session.

Skill to practice: _____

Anticipated Situation:

With Whom? _____

When? _____

Where? _____

Steps to follow (Write down each step of the social skill):

1.

4.

2.

5.

3.

6.

Fill in after doing your homework.

Thinking Check-in:

Actual situation: _____

List your thoughts, feelings, and attitudes and beliefs. (Circle those that put you at risk.)

Risk of doing what? _____

What new thinking did you use (or could you have used) to reduce the risk? _____

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Describe Your Actions (What you specifically did to follow each step of the skill):

1.	4.
2.	5.
3.	6.

1. What happened when you did the homework?

2. How well did you do at following the steps of this skill? (*Circle one*)

Excellent

Good

Fair

Poor

3. *What is another situation in which you could use this skill?*