

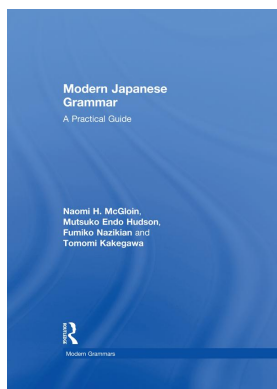
This article was downloaded by: 10.2.97.136

On: 03 Oct 2023

Access details: *subscription number*

Publisher: *Routledge*

Informa Ltd Registered in England and Wales Registered Number: 1072954 Registered office: 5 Howick Place, London SW1P 1WG, UK



## **Modern Japanese Grammar A Practical Guide**

Naomi H. McGloin, Mutsuko Endo Hudson, Fumiko Nazikian, Tomomi Kakegawa, Sarah Butler

### **Complaints**

Publication details

<https://test.routledgehandbooks.com/doi/10.4324/9780203856628.ch81>

Naomi H. McGloin, Mutsuko Endo Hudson, Fumiko Nazikian, Tomomi Kakegawa

**Published online on: 04 Oct 2013**

**How to cite :-** Naomi H. McGloin, Mutsuko Endo Hudson, Fumiko Nazikian, Tomomi Kakegawa.

04 Oct 2013, *Complaints from: Modern Japanese Grammar, A Practical Guide* Routledge

Accessed on: 03 Oct 2023

<https://test.routledgehandbooks.com/doi/10.4324/9780203856628.ch81>

**PLEASE SCROLL DOWN FOR DOCUMENT**

Full terms and conditions of use: <https://test.routledgehandbooks.com/legal-notices/terms>

This Document PDF may be used for research, teaching and private study purposes. Any substantial or systematic reproductions, re-distribution, re-selling, loan or sub-licensing, systematic supply or distribution in any form to anyone is expressly forbidden.

The publisher does not give any warranty express or implied or make any representation that the contents will be complete or accurate or up to date. The publisher shall not be liable for an loss, actions, claims, proceedings, demand or costs or damages whatsoever or howsoever caused arising directly or indirectly in connection with or arising out of the use of this material.

# 81

## Complaints

### 81.1 Complaints directed to the addressee

The choice of words and sentence structures for expressing complaints depends on various factors: what the complaint is about, how upset one is, how diplomatic one needs or wants to be, and one's personality. Some expressions of complaint directed to the addressee are exemplified in this section. (See 87.5 about complaining about a purchase afterwards.)

#### (a) Phrases that precede a complaint

It is common to introduce one's complaint with some phrase that softens the harshness of the complaint.

たいへん言いにくいのですが、... (F)

**Taihen iinikui no desu ga, ...**

This is difficult to say, but ...

あまり言いたくないのですが、... (F)

**Amari iitakunai no desu ga, ...**

I don't really want to say this but ...

すみませんが、... (F)

**Sumimasen ga, ...**

Excuse me but ...

申し訳ありませんが、... (F)

**Mooshiwake arimasen ga, ...**

I'm sorry but ...

恐縮ですが、... (F)

**Kyooshuku desu ga, ...**

I'm terribly sorry but ...

悪いんだけど、... (I)

**Warui n da kedo, ...**

I feel bad saying this but ...

The following are some examples of complaints commonly made.

#### (b) Complaints regarding noise

隣の部屋の者ですけど、申し訳ないんですが、もう少しだけ静かにしていただけるとありがたいんですけど...。

**Tonari no heya no mono desu kedo, mooshiwake nai n desu ga, moo sukoshi dake shizuka ni shite itadakeru to arigatai n desu kedo ...**

I'm your neighbor, but, I'm sorry, but, I would appreciate it if you could be just a little quieter ...

音がちょっとうるさいんですが、少し静かにしていただけないでしょうか。

**Oto ga chotto urusai n desu ga, sukoshi shizuka ni shite itadakenai deshoo ka.**

The noise is bothering me, so would it be possible to quiet down a little?

### (c) Complaints regarding trash/littering

言いにくいんですが、ここにお宅のゴミがずっとおきっぱなしだと思うんですけど、片付けていただけないでしょうか。

**Iinikui n desu ga, koko ni o-taku no gomi ga zutto okippanashi da to omou n desu kedo, katazukete itadakenai deshoo ka.**

I feel awkward saying this, but, I think you have left your trash here for a long time, could you please clear it away?

恐縮ですが、皆が迷惑するので、ゴミは決まった日に出すようにしていただけないでしょうか。

**Kyooshuku desu ga, minna ga meewaku suru node, gomi wa kimatta hi ni dasu yoo ni shite itadakenai deshoo ka.**

I'm sorry, but, everyone will be inconvenienced, so, would it be possible to try to take out the trash on the set pick-up day?

### (d) Other complaints that may occur in daily life

The following types of complaints can be expressed toward people close to you.

貧乏揺すりやめてくれない? (I)

**Binboo yusuri yamete kurenai?**

Would you stop your fidgeting?

私のものを勝手に食べないでくれる? (I)

**Watashi no mono o katte ni tabenaide kureru?**

Would you stop eating my stuff without asking me?

私物には触って欲しくないんだけど。(I)

**Shibutsu ni wa sawatte hoshikunai n da kedo.**

I don't want you to touch my personal stuff, though.

夜遅く電話をかけてこないでくれない? (I)

**Yoru osoku denwa o kakete konaide kurenai?**

Would you not call me late at night?

何も知らないくせに、そんなこと言わないでよ。(I)

**Nani mo shiranai kusenai, sonna koto iwanaide yo.**

You don't know anything, so don't say things like that.

▶ 18.2.2; 22.6; 73

## 81.2 Complaining about someone else

When one wants to complain about someone else, the following constructions can be used.

### ■ (a) V-te kurenai (see 19.2.8)

先輩たちは僕の実力を認めてくれないんです。(F)

**Senpai-tachi wa boku no jitsuryoku o mitomete kurenai n desu.**

The seniors don't recognize my true ability.

道子さんが、本を返してくれないんです。(F)

**Michiko-san ga, hon o kaeshite kurenai n desu.**

Michiko wouldn't return my book to me.

### ■ (b) Passive (see 21.4)

田中さんに日記を読まれてしまったんです。(F)

**Tanaka-san ni nikki o yomarete shimatta n desu.**

Mr/Ms Tanaka read my diary.

## Complaints about a hotel/inn room

となりのアパートの人に一晚中騒がれた！ (I)

**Tonari no apaato no hito ni hitoban-juu sawagareta!**

My next door neighbor was noisy all night long!

- (c) Causative Passive (see 21.5)

上司に遅くまで飲まされて、たいへんだったよ。(I)

**Jooshi ni osoku made nomasarete, taihen datta yo.**

I was made to drink till late at night by my boss; it was difficult.

カラオケを何時間も聞かされました。(F)

**Karaoke o nan jikan mo kikasaremashita.**

I was made to listen to karaoke for hours.

- (d) **Bakari/bakkari** (see 18.9.1)

鈴木さんは寝てばかりいます。(F)

**Suzuki-san wa nete bakari imasu.**

Mr/Ms Suzuki is always sleeping.

佐藤さんは嘘ばかりつくから、信用できない。(I)

**Satoo-san wa uso bakkari tsuku kara, shin'you dekinai.**

Mr/Ms Sato is all lies, so I can't trust him/her.

- (e) **Noni** 'although' (see 22.5.3)

手伝ってあげたのに、お礼の言葉もなかったんです。(F)

**Tetsudatte ageta noni, oree no kotoba mo nakatta n desu.**

Even though I helped them, there wasn't even a word of thanks.

約束したのに、森さんは来なかった。(I)

**Yakusoku shita noni, Mori-san wa konakatta.**

Mr/Ms Mori didn't come even though he/she promised me.

- (f) **Kuse ni** 'although' (see 22.5.6)

兄は自分が悪いくせに、いつも人のせいにする。

**Ani wa jibun ga warui kusen, itsumo hito no see ni suru.**

My older brother always blames others even though it's his own fault.

## 81.3

## Complaints about a hotel/inn room

To raise complaints regarding a hotel or inn room, the issue is addressed to a receptionist, front desk clerk, or whoever is in charge of the guest room. One's complaint is often expressed in a sentence that ends with . . . **n desu ga/kedo**, which should prompt some response from the other person.

## ▶ 18.2.2

部屋の臭いが気になるんですが。(F)

**Heya no nioi ga ki ni naru n desu ga . . .**

The smell of the room bothers me so . . .

禁煙の部屋を予約していたはずなんですけど。(F)

**Kin'en no heya o yoyaku shite ita hazu na n desu kedo . . .**

I was supposed to have reserved a non-smoking room so . . .

部屋が汚れているんですが。(F)

**Heya ga yogorete iru n desu ga . . .**

The room is dirty so . . .

A specific request to resolve the issue could be added after . . . **n desu ga/kedo**.

部屋がちょっとカビ臭いんですが、別の部屋にかえていただけませんか。(F)  
**Heya ga chotto kabi kusai n desu ga, betsu no heya ni kaete itadakemasen ka.**  
 My room smells a bit moldy, so could you give me another room?

となりの部屋がうるさくて眠れないんですけど、注意していただけないでしょうか。(F)

**Tonari no heya ga urusakute nemurenai n desu kedo, chuui shite itadakenai deshoo ka.**

The room next door is noisy and I can't sleep, so would it be possible for you to talk to them?

## 81.4 Responding to complaints directed to oneself

If a complaint is directed to you and if it is a reasonable complaint that can be resolved right away, you may say a word of apology and proceed to do what is necessary. You may add a small excuse for causing the problem, but it is not necessary.

### ▶ 60

A: すみません、隣の部屋の者ですけど、ちょっと音を小さくしてもらえますか。(F)

**Sumimasen, tonari no heya no mono desu kedo, chotto oto o chiisaku shite moraemasu ka.**

Excuse me, I'm your neighbor, but, can you please lower the volume a little?

B: あ、すみません。すぐ小さくします。お皿を洗いながら聞いていたので、つい大きくしすぎちゃったみたいです。ご迷惑をおかけしました。(F)

**A, sumimasen. Sugu chiisaku shimau. O-sara o arainagara kiite ita node, tsui ookiku shisugichatta mitai desu. Go-meewaku o o-kake shimashita.**

Oh, I'm sorry. I'll turn it down right away. I was listening to it while doing the dishes, so I inadvertently made it too loud. I'm sorry to have inconvenienced you.

智子: ちょっと、貧乏揺すりやめてくれる?(I)

**Tomoko: Chotto, binboo yusuri yamete kureru?**

Tomoko: Hey, can you stop fidgeting?

武史: あ、ごめん。ついくせで。(I)

**Takeshi: A, gomen. Tsui kuse de.**

Takeshi: Oh, sorry. It's just my habit.

If the complaint directed to you does not seem reasonable, you may respond with one of the following remarks, but it may aggravate the situation.

そんなこと言われても、困ります。(F)

**Sonna koto iwarete mo, komarimasu.**

Even though you say that, there's nothing I can do about it.

そんなこと言われても、どうにもならないんです。(F)

**Sonna koto iwarete mo, doo ni mo naranai n desu.**

Even though you say that, I can't do anything about it.

そう言われても、こまったなあ。(I)

**Soo iwarete mo, komatta naa.**

Even though you say that, there's nothing I can do about it.

### ▶ 55.4.2

## 81.5 Responding to other types of complaints

When someone complains about someone else or something, people often respond with appropriate **aizuchi** phrases (see 31.11) and express their empathy. Some may also offer suggestions or advice about the complaints when it seems appropriate.

孝子： 会社の先輩に遅くまでつきあわされちゃって、最低。(I)

**Takako:** **Kaisha no senpai ni osoku made tsukiawasarechatte, saitee.**

Takako: My senior colleague made me accompany her until late, it was horrible.

翠： そうかあ、たいへんだったね。(I)

**Midori:** **Soo kaa, taihen datta ne.**

Midori: Is that so? That was tough, wasn't it?

孝子： もうくたくただよ。(I)

**Takako:** **Moo kutakuta da yo.**

Takako: I'm exhausted, I'm telling you.

翠： 分かる、分かる。今夜はもう、ビデオでも見て、のんびりしよう。

**Midori:** **Wakaru, wakaru. Kon'ya wa moo, bideo demo mite, nonbiri shiyoo.**

Midori: Sure, sure. Let's relax the rest of the night by watching videos or something.

Another way to respond to complaints directed to someone or something is to chime in with your own similar complaints.

太郎： 彼女がさ、毎日電話しろって、うるさいんだよね。(I)

**Toroo:** **Kanojo ga sa, mainichi denwa shiro tte, urusai n da yo ne.**

Toro: My girlfriend, you know, tells me to call her every day, it's too much.

次郎： えー、そうなんだ。まあ、俺の彼女もいろいろうるさいよ。  
毎日メールしないと怒るし。(I)

**Jiwoo:** **Ee, soo na n da. Maa, ore no kanojo mo iroiro urusai yo.**

**Mainichi meeru shinai to okoru shi.**

Jiwo: Oh, I see. Well, my girlfriend is annoying in various ways too.

Like she gets mad if I don't e-mail her every day.