

# complaining

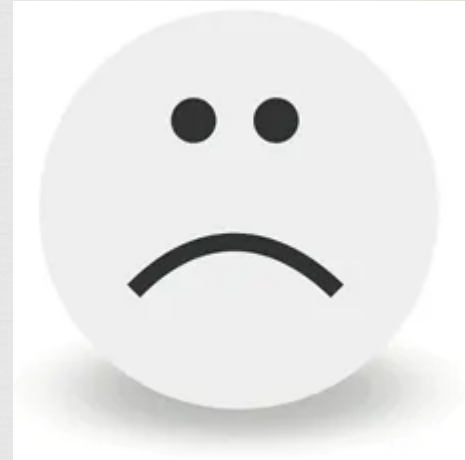


Lecture

# Here are expressions you can use when complaining:

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- ❧ I have a complaint to make. ...
- ❧ Sorry to bother you but...
- ❧ I'm sorry to say this but...
- ❧ I'm afraid I've got a complaint about...
- ❧ I'm afraid there is a slight problem with...
- ❧ Excuse me but there is a problem about...
- ❧ I want to complain about...
- ❧ I'm angry about...



# Examples



1. I'm afraid I've got a complaint about your child. He's too noisy .
2. I'm afraid there is a slight problem with the service in this hotel.
3. Excuse me but you are standing on my foot.
4. I want to complain about the noise you are making.
5. I'm angry about the way you treat me.

# Responding to complaints



## Positive response to complaints:

- ❧ I'm so sorry, but this will never occur / happen again.
- ❧ I'm sorry, we promise never to make the same mistake again.
- ❧ I'm really sorry; we'll do our utmost/best not to do the same mistake again.



# Responding to complaints



## Negative response to complaints:

- ❧ Sorry there is nothing we can do about it.
- ❧ I'm afraid, there isn't much we can do about it.
- ❧ We are sorry but the food is just alright.

# Things to remember about complaints



- ❧ When expressing a complaint in English, it helps to be polite. Although **"I'm angry about your pizza. It's too salty"** is one possible way of expressing a complaint, it is considered too rude and you'd better use more polite expressions if you want to get what you want!