

Making a complaint

I'm afraid I have to make a complaint.
I'd like to make a complaint.
I'm sorry to trouble you, but...
I've got a bit of a problem, you see...
I'm sorry to have to say this, but...
Excuse me, there appears/seems to be something wrong (with)...

Apologizing

I'm sorry...
I'm sorry to hear that...
Oh, I'm sorry about that.
Oh dear, I'm really sorry.
I apologize.../My apologies...
I (would like to) apologize (for...)
I apologize for the inconvenience...
Please accept my/our (sincere/sincerest) apologies for...
We were very sorry to hear that...

**Giving reasons**

This was because...
Unfortunately, this was unavoidable as...
The main reason for this was...

Calming someone down

I'm sure that we can sort it out.
I'm glad that you have brought this to our attention.

Asking for specifics

Please tell me exactly what the problem is/what happened.

Taking action

I suggest you leave it with us and we'll see what can be done/what we can do.
I will send someone to take care of it.
Let me check and see what happened.
Let me straighten this out and I will get back to you.

Checking back

Did everything work out to your satisfaction/work out okay?
I wanted to see if the problem has been resolved.

Making promises

(You may be assured that) this won't happen again.
In the future we will...

