

## 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...

