

# Expressing complaints

- 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...

## **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.**

## 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.**

# Expressing dissatisfaction

- It isn't very nice.
- It's really not good enough.
- I'm dissatisfied by ....
- It's dissatisfying.
- Oh no.
- What an awful ...
- It is not as good as I thought.

# Expressing dissatisfaction

- It's disappointing that ...
- It is unacceptable.
- This is the limit I will not take anymore of ...
- Well, this is most unsatisfactory.
- ... is so boring.

## **Expressing dissatisfaction**

- ... to be + displeased with ...
- ... to be + discontented with ...
- ... to be + dissatisfied with ...
- ... to be + disappointed with ...
- ... To be + not satisfied with...