

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...