**How to Make Complaints in English**

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## General Expressions to Make Complaints

These are some of the most common expressions to make complaints in English

* I am sorry to say this but…
* I understand it is not your fault but…
* I want to complain about…
* I am sorry to bother you but…
* I am not satisfied with…
* I hate to tell you this
* Excuse me, I wonder if you can help me
* Can you help me with this?
* I am angry about…
* Perhaps there was a misunderstanding but …
* I’m sorry to say this but I am really quite upset…
* There appears to be a problem here …
* There appears to be something wrong with…
* I’m afraid I’ve got a complaint about…
* I’m sorry but I’d like to make a complaint about …
* How can we fix this?
* Could you help me with …?
* I am afraid there is a problem…
* I’m really not happy…
* There is a slight problem with…

## Ways to Make a Complaint in a Restaurant

There are several reasons why you should make a complaint in a restaurants, those reasons could be dirty cutlery, cold food, uncooked food, long waiting time and a bad service.

* I am sorry to bother you but the food is cold
* I’m sorry, but this isn’t what I ordered
* Sorry, but I think I got the wrong order
* I am sorry to have to say this but  the food is overcooked
* I  have a problem with my dish, the meat is raw
* I would like to speak to the manager
* I am not happy at all with this service

## Ways to Make a Complaint in a Hotel

These are some ways to make a complaint in a hotel

* “**Excuse me**, but **there’s a problem with** the air conditioning in my room”
* “**Sorry to bother you**, but **I think there’s something wrong** with the toilet in my room
* “**I’m afraid I have to make a complaint**. I can’t find the jewelery I left on my hotel room.
* **I’m sorry to bother you**, but my hotel room is a little cold
* **There seems to be a mistake** on my billing statement

## Ways to Make a Complaint in a Shop

There are many reasons why you would like to make a complaint in a shop. The three main reasons are:

* You bought a faulty product
* The customer service is poor
* There was an error in the price

Common expressions to make a complaint in a shop

* I would like to lodge a complaint
* I want  a refund
* I would like a refund

## Accepting a Complaint

These are sentences that the manager or a representative of the company you are complaining about would say:

1. I am sorry but this won’t happen again
2. I am sorry but this will never happen again
3. I am really sorry
4. I just don’t know what to say but
5. I don’t know what to say about this sir

## Rejecting a Complaint

These are sentences that the manager or a representative of the company you are complaining about would say:

* Sorry, there is nothing we can do about it.
* Sorry but it’s not our fault.
* I’m afraid there isn’t much we can do about it.
* We are sorry but that’s the right price

## Signalling that you disagree

**Well** signals that you understand what someone is saying or asking you, but you have a different opinion or something unexpected to say

* Well, I don’t think it isn’t fair to pay for food which was undercooked
* Well, I have to wait almost an hour  for two dishes, I think that fact speaks about how bad the service is

**Actually** shows that you have a different point of view from the person you are speaking

* Actually we never receive the desserts you are charging us
* Actually we never ordered the wine