

MAKING COMPLAINTS POLITELY

B2-C1 | Functional language for raising concerns constructively

1 Useful phrase patterns

Use these phrases to raise a concern clearly, professionally, and constructively.

Unfortunately, ...

Unfortunately, the delivery was incomplete.

I am writing to complain about ...

I am writing to complain about the service.

I am concerned about ...

I am concerned about the delay.

I would appreciate it if ...

I would appreciate it if this was checked.

Could this be looked into?

Could this be looked into as soon as possible?

I would like to request ...

I would like to request a replacement.

This has caused ...

This has caused a serious delay.

I hope we can resolve ...

I hope we can resolve this quickly.

2 Respond to the situations

Write a short spoken or written complaint for each situation. Try to use a range of phrases.

1. A supplier has delivered fewer items than you ordered.

2. A company has charged you twice for the same service.

3. An online course has been cancelled without warning.

4. Your team has not received important project information.

5. A hotel has not responded to your accessibility request.

6. A product has stopped working during its warranty period.

7. A service provider missed an agreed deadline.

8. A colleague repeatedly leaves shared tasks unfinished.

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B2-C1 | Suggested answers

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Possible answers

These are examples only. Other accurate and suitable responses are also correct.

Encourage students to use a range of phrase patterns from page 1.

1. Unfortunately, the delivery was incomplete. Could this be checked?

2. I am writing to complain about being charged twice for the service.

3. I am concerned about the course cancellation without prior notice.

4. I would appreciate it if the missing project information was sent today.

5. Could my accessibility request be looked into? I haven't received a response yet.

6. I would like to request a replacement under the warranty.

7. This has caused a delay to our work. I hope we can agree on a revised deadline.

8. I am concerned that shared tasks are repeatedly being left unfinished.
