

RESPONDING TO COMPLAINTS

A2-B1 | Functional language for responding helpfully to a problem

1 Useful phrase patterns

Use these phrases to apologise, show understanding, and offer help.

I'm sorry about that.

I'm sorry about that. I'll check.

I apologise for ...

I apologise for the mistake.

Let me ...

Let me look into that for you.

I'll ...

I'll bring a new one.

Thank you for telling me.

Thank you for telling me.

I understand.

I understand. That is frustrating.

We can ...

We can change it for you.

Would ... help?

Would a refund help?

2 Respond to the situations

Write one helpful response to each complaint. Try to use a range of phrases.

1. A customer says their food is cold.

2. A guest says their room is not clean.

3. A customer says they received the wrong item.

4. A student says a class link doesn't work.

5. A passenger says their train has been cancelled.

6. A customer says they have waited too long.

7. A colleague says they can't access a shared file.

8. A customer says a bill contains a mistake.

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A2-B1 | Suggested answers

3 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. I'm sorry about that. I'll bring you a hot meal.

2. I apologise for that. Let me arrange for the room to be cleaned.

3. I am sorry. We can exchange the item for the correct one.

4. Thank you for telling me. I will send you a new link.

5. I understand. Let me check the next available train for you.

6. I am sorry you have waited so long. I will help you now.

7. Let me look into that and give you access to the file.

8. I apologise for the mistake. I will correct the bill.
