

RESPONDING TO COMPLAINTS

B2-C1 | Functional language for handling concerns professionally

1 Useful phrase patterns

Use these phrases to acknowledge a concern, apologise, and explain the next step.

Please accept our apologies.

Please accept our apologies for the delay.

I am sorry to hear ...

I am sorry to hear that this happened.

Thank you for bringing ...

Thank you for bringing this to our attention.

We are looking into ...

We are looking into the issue now.

We will make sure ...

We will make sure this is corrected.

I understand your concern.

I understand your concern about the cost.

To resolve this, ...

To resolve this, we will send a replacement.

We appreciate your patience.

We appreciate your patience while we investigate.

2 Respond to the situations

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

1. A client says an invoice contains several errors.

2. A customer says their order arrived two weeks late.

3. A user reports a problem with a company website.

4. A customer says they received poor advice from staff.

5. A partner says your team missed an important deadline.

6. A customer is unhappy with an unexpected price increase.

7. A customer wants a replacement for a faulty product.

8. A group has been waiting for an update on a delayed project.

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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. Please accept our apologies. We will review the invoice and send a corrected copy.

2. I am sorry to hear that your order arrived late. We are looking into the cause.

3. Thank you for bringing this to our attention. Our technical team is checking it.

4. I am sorry to hear about your experience. We will make sure this is addressed.

5. I understand your concern. We'll agree on a new deadline and keep you informed.

6. I understand your concern about the price increase. I will explain the change.

7. To resolve this, we will arrange a replacement as quickly as possible.

8. We appreciate your patience while we investigate the delay and prepare an update.
