

# FUNCTION : COMPLAINING AND RESPONDING TO COMPLAINTS



**Salesperson:** Good morning, can I help you, sir?

**Client:** Yes, please. I'd like to make a complaint.

**Salesperson:** Oh, you look angry. What's the problem?

**Client:** Well, I am sorry to say this but the television you sold me has a poor quality of sound and image.

**Salesperson:** Oh, we really apologize for that. We will change your television right now.

**Client:** Thank you for your service, sir.

## COMPLAINING

- > Sorry to say this but.....
- > I just don't know how to say it, but.....
- > I'm afraid I have to make a serious complaint.
- > Oh, I've got a bit of a problem here; you see.....
- > I am not really satisfied with the way you

## RESPONDING

- > I am so sorry. I didn't realize.
- > I am very sorry. Please forgive me
- > I just don't know what say.
- > Sorry, it's actually my fault.
- > I can't tell you how sorry I am!
- > I wish it never happened

# Esl Responses To Complaints

**Jessica J Manson**



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