

Vocabulary for complaining

Getting Attention

- Excuse me...
- Pardon me...
- I'm sorry to bother you ...
- I have a complaint...
- I'm sorry to say...
- Can you help me with this?

Expressing opinion

- I'm afraid there's a problem...
- I'm angry about...
- I'm really not happy...
- There's a slight problem with...

Making the complaint

I would like/I want...

- to make a complaint
- to report an issue
- to give you some feedback
- to inform you
- to express my dissatisfaction with...
- to complain about...
- to receive a full refund and compensation for the damages

I regret

- to say that I was not completely satisfied with the room you provided us.
- to inform you that your payment is considerably overdue.

I am interested

- to hear how your company can compensate us for the distress we suffered.

Useful expressions

- I'm afraid there may be a misunderstanding.
- I understand it's not your fault ...
- Excuse me, but I understood that ...