

# Functions: Complaining and apologizing

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## HOW TO COMPLAIN

Here are expressions you can use when complaining:

- I have a complaint to make. ...
- Sorry to bother you but...
- I'm sorry to say this but...
- I'm afraid I've got a complaint about...
- I'm afraid there is a slight problem with...
- Excuse me but there is a problem about...
- I want to complain about...
- I'm angry about...

## APOLOGIZING

- I do apologize for...
- I must apologize for...
- I apologize for...
- I'd like to apologize for...
- I am so sorry for...
- I shouldn't have...
- It's all my fault.
- I'm ashamed of...
- Please, forgive me for...
- Excuse me for ...
- I'm terribly sorry for...
- Pardon me for this...
- Please, forgive me for my....
- Please, accept my apologies for...

## ACCEPTING APOLOGIES

- That's all right.
- Never mind.
- Don't apologize.
- It doesn't matter.
- Don't worry about it.
- Don't mention it.
- That's OK.
- I quite understand.
- You couldn't help it.
- Forget about it.
- Don't worry about it.
- No harm done.