

Complaints and apologies

Complaining (customer)

Open	<p>I am writing ...</p> <p>... in connection with my order FS690 which arrived this morning.</p> <p>... to complain about the quality of a product I bought from your website.</p> <p>... to complain about the poor service we received from your company.</p> <p>... to draw your attention to the negative attitude of some people in your customer services section.</p>
Complaint	<p>Our order dated 16 September clearly stated that we wanted 1,000 items, however you ...</p> <p>The goods were faulty/damaged/in poor condition.</p> <p>There seems to be an error in the invoice/a misunderstanding.</p> <p>The equipment I ordered has still not been delivered, despite my phone call to you last week to say that it is needed urgently.</p> <p>The product I received was well below the standard I expected.</p> <p>To make matters worse, when I called your company your staff ...</p>
Request for action	<p>Please replace the faulty goods as soon as possible.</p> <p>We must insist on an immediate replacement/full refund.</p> <p>Unless I receive the goods by the end of this week, I will have no choice but to cancel my order.</p>
Close	<p>I hope that you will deal with this matter promptly as it is causing me considerable inconvenience.</p>

Apologising (supplier)

Open	<p>I am writing in relation to your recent complaint.</p>
Apologising	<p>I was very concerned to learn about ... Please accept my sincere apologies.</p> <p>I would like to apologise for the inconvenience you have suffered.</p>
Denying responsibility	<p>We appreciate that this has caused you considerable inconvenience, but we cannot accept any responsibility in this matter.</p>
Promising action	<p>Can you leave it with me? I'll look into the matter and get back to you tomorrow.</p> <p>I have looked into the matter and ...</p> <p>I have spoken to the staff involved, and ...</p> <p>We will send replacement items/give you a refund immediately.</p> <p>I can assure you that this will not happen again.</p> <p>We're having a temporary problem with We're doing everything we can to sort it out.</p>
Compensation	<p>To compensate for the inconvenience, we would like to offer you ...</p>
Close	<p>Thank you for bringing this matter to my attention. Please accept my assurance that it will not happen again.</p> <p>Once again, I hope you will accept my apologies for the inconvenience caused.</p> <p>I very much hope you will continue to use our services in the future.</p> <p>If you have any further queries, please do not hesitate to contact me on my direct line ...</p>