Make a complaint in English

1. Say what is wrong with the room

I'm afraid the air conditioning doesn't work, and the room is very noisy.

I'm afraid this isn't what I ordered. I asked for the chicken.

- I'm afraid there's a problem with my room.
- The air conditioning doesn't work.
- There seems to be a lot of noise.
- This isn't what I ordered.

2. Say since when

It's been like this since I checked in, around six.

We ordered forty minutes ago.

- It's been like this since I checked in.
- It started at eight o'clock.
- We've been waiting for forty minutes.

3. Say what you would like

Could I have a different room, please?

Could I change it for the chicken, please?

- Could I have a different room, please?
- Would it be possible to get a refund?
- Could someone fix it?
- Could I change it for the chicken?

4. Ask again, politely, for a different room tonight

I understand, but I can't sleep in this room tonight.

I understand, but we only have an hour for lunch. Could you bring it now?

- I understand, but I can't sleep in this room tonight.
- I'm afraid tomorrow is too late.
- Is there another room available tonight?
- I'd really like to solve this today.

5. Thank her

Thank you, I really appreciate your help.

Thanks for fixing it so fast.

- Thank you, I really appreciate your help.
- Thanks for fixing it so fast.
- That's very kind of you.

Practice a complaint with an AI chatbot: kotokin.com/learn/english/make-a-complaint