

FUNCTION: Complaining & Making Apologies



A: *I'm sorry to say this but* you're late for the meeting.



B: *I apologize for being late.* I got stuck in a traffic jam.

A: *It's ok.* Please make sure to come on time next time.

Complaining

- **I'm sorry to say this but...**
- **I'm afraid I've got a complaint about...**
- **Excuse me but there is a problem about...**
- **I want to complain about...**
- **I'm angry about...**
- **I'm not satisfied with ...**

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Making Apologies

- I apologize for...
- I am so sorry for...
- Please, forgive me for...
- I'm terribly sorry for...

+ verb+ing

+ noun



Accepting Apologies

- **That's all right.**
- **Never mind.**
- **It doesn't matter.**
- **No worries.**
- **No harm done.**



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What would you say in these situations?

a. Your friend is late for a soccer game.

b. Your best friend forgot about your birthday.

