

Complaints prepositions practice Student A

To

I'm writing _____ complain about your customer service helpline.

I'm phoning _____ make a complaint.

I wish _____ query something on my monthly bill.

I've been trying _____ get through to you for two weeks.

The goods were delivered _____ the wrong branch.

I'm sorry that I didn't get back _____ you sooner.

The delay wasn't our fault, it was due _____ the bad weather.

On

The delivery arrived _____ the wrong day.

If you can't deliver _____ time, we'll have to contact other suppliers.

I would like to apologize _____ behalf of Nippon Ham for any inconvenience caused.

For

Please accept our apologies _____ the inconvenience caused.

We would like to offer you a discount on your next order to make up _____ our errors last time.

Thank you _____ bringing this matter to my attention.

I'm sorry _____ sending the documents to the wrong address.

Of

Please find attached a list _____ the missing items.

There were a number _____ mistakes on the invoice.

About

I'm afraid I have to complain _____ your payment system.

Under

The product is no longer _____ guarantee.

Which sentences are replies to complaints? Which are the best replies?

Complaints prepositions practice Student B

To

I hope you will take the necessary action _____ resolve this matter speedily.

We were very sorry _____ receive your letter informing us that we had made a mistake.

It's not our policy _____ replace items.

I was extremely concerned _____ learn about the unpleasant experience you had with your flight.

There seems _____ have been an error.

There appears _____ have been a delay.

The best solution would be _____ give us a refund.

With

I had some problems _____ the instruction booklet.

_____ reference to your reminder of December 1, it seems to us that an error has been made.

We are not satisfied _____ the quality of the goods.

I have checked _____ the staff involved, and they claim they were not responsible.

In

_____ fact, we had already paid the full bill the previous week.

We will do our best to ensure that such mistakes do not occur again _____ the future.

Into

We will look _____ it right away and get back to you as soon as we can.

I would be grateful if you could look _____ the matter.

At

I believe your sales department is _____ fault.

By

We strongly believe that the mistake was made _____ your company rather than ours.

Which sentences are replies to complaints? Which are the best replies?