Formal Phrases for Complaints

B1-PLUS · Language · WORKSHEET

Name: _____ Date: _____

1. Choose the best answer.

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1. Choose the formal version of “Give me my money back.”
   Choices: I would appreciate a refund. / Money back now. / Pay me, please, you.

   Answer: _____

2. Choose the formal version of “This is terrible.”
   Choices: I am extremely disappointed. / This sucks. / Terrible stuff.

   Answer: _____

3. Choose the polite request.
   Choices: I would be grateful if you could replace it. / Replace it now. / You must to replace it.

   Answer: _____

4. Choose the formal closing.
   Choices: I look forward to hearing from you. / Call me soon. / Bye.

   Answer: _____

2. Complete the sentence.

Write one or two words.

1. I would be ___ if you could reply soon.

2. I would ___ a refund.

3. I am extremely ___ with the service.

4. I look ___ to hearing from you.

3. Your turn.

Write your own answers.

1. Make “Give me my money back” formal.

3. Your turn. (continued)

2. Make “Fix it now” formal.

3. Write a formal complaint sentence of your own.