

Biz-File: Writing a business email



Complaining: I am writing to complain about ...
I would like to draw your attention to ...
I was disappointed to find out that ...
We expect ... by Monday at the latest.
Unless ..., we will be forced to take further action.

Apologizing: We must apologize for ...
We regret (not) having ...
We are trully sorry for ...
Please accept our apologies for ...
We were sorry to hear that ...