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- Accounts, excuses, and apologies: image repair theory ...
Accounts, Excuses, and Apologies integrates and extends. Because responding to complaints is such an important part of human relations, this type of discourse has been studied in various disciplines. However, these studies tend to take a narrow focus. For example, some scholars study apologies and excuses in everyday talk.

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Image repair theory is a component of crisis communication, which is a sub-specialty of public relations. Its purpose is to protect an individual, company, or organization facing a public challenge to its reputation. Benoit outlines this theory in Accounts, Excuses, and Apologies: A Theory of Image Restoration Strategies.