

Formal Complaint Letter Sample for Poor Customer Service Experience

This **formal complaint letter sample for poor customer service experience** provides a structured template to effectively address unsatisfactory interactions with a company. It includes a clear description of the issue, the impact on the customer, and a request for resolution or compensation. This example helps individuals communicate their concerns professionally and assertively, ensuring their grievances are heard and remedied appropriately.

Sample Letter

[Your Name]

[Your Address]

[City, State ZIP Code]

[Email Address]

[Phone Number]

[Date]

[Recipient Name/Customer Service Manager]

[Company Name]

[Company Address]

[City, State ZIP Code]

Dear [Recipient Name/Customer Service Manager],

I am writing to express my dissatisfaction with a recent experience I had with your company's customer service team on [Date of Incident]. I have been a customer of [Company Name] for [duration, e.g. "over two years"], and I was disappointed by the level of service I received during my last interaction.

On [Date], I contacted your customer service department regarding [briefly describe the product or service and the issue encountered, e.g., "a faulty product I purchased from your website"]. Unfortunately, the representative I spoke with was [describe the behavior, e.g., "unhelpful and dismissive of my concerns"]. Despite my repeated attempts to resolve the issue, I did not receive adequate assistance, which left me frustrated and inconvenienced.

This experience has negatively impacted my perception of your company and has caused [state impact, e.g., "unnecessary delays and additional costs for me"]. I expected a higher standard of customer care, and I am disappointed that my concerns were not taken seriously.

I kindly request that you investigate this matter and provide an appropriate resolution, such as [state your desired resolution, e.g., "a replacement product, a refund, or a formal apology"]. I trust that you will address my complaint promptly and take necessary steps to prevent similar issues in the future.

I look forward to your prompt response.

Sincerely,

[Your Name]