

# Formal Complaint Letter for Unprofessional Service Behavior

**Your Name**

Your Address

City, State, ZIP Code

Email Address

Phone Number

Date

**Recipient's Name**

Recipient's Position

Company/Organization Name

Company Address

City, State, ZIP Code

Dear **[Recipient's Name]**,

I am writing to formally express my dissatisfaction regarding the unprofessional service behavior I experienced on **[Date of Incident]** at **[Location or Department]**. I had expected a certain level of professionalism and courtesy as a valued customer, but unfortunately, my expectations were not met.

Specifically, **[describe the incident in detail, including actions or words, the time, individuals involved, and any impact it had on you or your experience]**. This conduct was not only disappointing but also falls below the standard of service I have previously received from your company.

I believe that this situation warrants immediate attention and corrective action. I kindly request that you investigate this matter, address the behavior exhibited, and inform me of any steps taken to prevent such occurrences in the future.

I trust that you value customer feedback and are committed to providing quality service. I anticipate a prompt and satisfactory resolution to this matter. Please keep me informed of the progress and outcome of your investigation.

Sincerely,

**[Your Name]**