

Complaint Letter Template: Incompetent Customer Service Representative

[Your Name]
[Your Address]
[City, State, ZIP Code]
[Email Address]
[Phone Number]
[Date]

[Manager's Name or "Customer Service Manager"]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Dear [Manager's Name / "Sir or Madam"],

I am writing to formally express my dissatisfaction with the customer service I received from [Representative's Name, if known] on [date of incident] at [time] regarding [briefly state the subject, e.g., "a billing inquiry" or "a product return"].

During my interaction, I experienced a significant lack of professionalism and competence from the representative. Specifically, [describe the incident in detail: e.g., "the representative provided incorrect information about my account, failed to listen to my concerns, and was dismissive of my request for assistance"].

As a result of this poor service, [explain the impact, e.g., "my issue remains unresolved," "I experienced unnecessary delays and frustration," or "I incurred additional costs"]. This level of service does not meet my expectations, nor does it reflect well on your company's reputation.

I respectfully request that my issue be addressed promptly and that steps are taken to ensure improvements in your customer service standards. Specifically, I would appreciate [state your desired resolution, e.g., "a formal apology," "compensation for inconvenience," or "disciplinary action and additional training for the representative involved"].

Please contact me at your earliest convenience to confirm receipt of this letter and to inform me of any actions being taken. Thank you for your immediate attention to this matter.

Sincerely,
[Your Name]