

Business Letter for Complaint Regarding Poor Service

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

[Recipient Name]
[Recipient Title/Position]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Dear [Recipient Name],

I am writing to formally express my dissatisfaction with the service I recently received at [Company Name]. On [date of incident], I experienced the following issues: [describe the poor service or problems encountered, e.g. unprofessional behavior from staff, delayed delivery, or incorrect order].

This experience has caused significant inconvenience because [describe the impact, e.g. it disrupted my schedule, led to additional costs, or did not meet the agreed service level]. As a long-standing customer, I am disappointed by this lapse in service quality and hope that immediate steps will be taken to address the situation.

I respectfully request that you [state your request: issue an apology, provide a refund/discount, rectify the error, or outline how the service will be improved moving forward]. I have attached relevant documents/receipts to help you investigate this matter.

I look forward to your prompt response and a suitable resolution. Please contact me at your earliest convenience at [your phone number or email address].

Thank you for your attention to this matter.

Sincerely,
[Your Name]