

# Complaint Letter for Repeated Rude Staff Behavior

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

[Manager's Name]  
[Title/Position, if known]  
[Company/Organization Name]  
[Company Address]  
[City, State, ZIP Code]

Dear [Manager's Name],

I am writing to formally express my concern regarding the repeated unprofessional and rude behavior I have experienced by staff members at [Company/Organization Name]. As a loyal customer/client, I am disappointed by the continued disregard for respectful and courteous service that I believe every customer deserves.

## Incident Descriptions and Specific Examples

Over the past [duration, e.g., "two months"], I have visited your establishment on several occasions and have been met with consistently discourteous treatment from certain staff members. Notably:

- On [Date 1], while seeking assistance at the [specific area, e.g., "customer service desk"], [Staff Member's Name/Description] spoke to me in a dismissive tone, ignored my questions, and rolled their eyes when I attempted to clarify my concern.
- On [Date 2], I asked about [specific service/product], and the staff member responded curtly, raising their voice and expressing visible impatience. Other customers in line appeared uncomfortable witnessing this interaction.
- Again, on [Date 3], I observed another staff member making sarcastic remarks to myself and another customer, leading to an unpleasant atmosphere in the store.

## Impact on Customer Experience

These repeated instances of disrespectful behavior have left me feeling undervalued as a customer and have significantly diminished my confidence in your establishment. I believe that maintaining a welcoming and professional environment is essential to fostering customer loyalty and a positive reputation.

## Request for Corrective Action

I kindly request that you investigate these incidents and take appropriate corrective action to address these behavioral issues. I would appreciate it if you could implement additional staff training on customer service standards and monitor staff interactions to ensure respectful conduct.

I look forward to your prompt response confirming that you have received this letter and informing me about the steps you intend to take to resolve this matter. I sincerely hope that future visits to your establishment will reflect the high standards of service expected.

Thank you for your attention to this important matter.

Sincerely,  
[Your Name]