

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]