

Complaint Letter Template: Staff Rudeness During Checkout

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

[Manager's Name]
[Business Name]
[Business Address]
[City, State, ZIP Code]

Dear [Manager's Name],

I am writing to formally bring to your attention an unpleasant experience I had at your store on [date] during the checkout process. I value the services your business provides, which makes this incident all the more disappointing.

During my recent visit, I encountered [Staff Member's Name or Description if Name Unknown], who assisted me at the checkout counter around [time]. Unfortunately, I found their behavior to be unprofessional and discourteous. Specifically, [briefly describe what happened-e.g., the staff member ignored my questions, was short-tempered, rolled their eyes, etc.]. This interaction left me feeling [describe your feelings, e.g., uncomfortable, disrespected, frustrated].

While I understand that working with the public can be challenging, I believe all customers deserve to be treated with respect and courtesy at all times. Positive customer service is the main reason I choose your business, and I hope this incident does not reflect your company's general values.

I kindly request that you look into this matter and take appropriate steps to ensure such behavior does not happen in the future. I would appreciate it if you could update me on how this issue will be addressed.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,
[Your Name]