

Sample Letter of Complaint: Poor Repair Service Experience

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

[Manager's Name]
[Repair Service Company Name]
[Company Address]
[City, State, ZIP Code]

Dear [Manager's Name],

I am writing to formally express my dissatisfaction with the repair service I recently received from your company. My experience has been far below the standard I expected, and I feel compelled to bring several issues to your attention.

- **Delayed Service:** Despite assurances of a timely repair, my [appliance/device] was not returned to me until [number of days] days after the promised date.
- **Inadequate Repair:** After picking up my [appliance/device], I found that the original issue remained unresolved, and new problems appeared.
- **Unprofessional Behavior:** During my interactions with your staff, I encountered discourteous behavior and a lack of willingness to assist.
- **Poor Communication:** I received little to no updates regarding the status of my repair, despite my repeated attempts to follow up.

I respectfully request that you address these issues promptly. Specifically, I would appreciate a thorough re-examination and repair of my [appliance/device] at no extra cost, along with a clear explanation of what went wrong. I also request a gesture of compensation for the inconvenience and time lost.

I hope you will treat this matter with seriousness and take the necessary measures to improve your service quality. I look forward to your prompt response and a satisfactory resolution.

Sincerely,
[Your Name]