

Customer Complaint Letter Sample with Request for Written Apology

[Your Name]

[Your Address]

[City, State, ZIP Code]

[Email Address]

[Phone Number]

[Date]

[Manager's Name or Customer Service Department]

[Company Name]

[Company Address]

[City, State, ZIP Code]

Dear [Manager's Name/Customer Service],

I am writing to formally bring to your attention a recent issue I experienced with [product/service], purchased/received on [date of purchase/transaction]. Unfortunately, [describe the issue or problem clearly and succinctly, e.g., the product arrived damaged, the service was unsatisfactory, etc.].

This situation has caused significant inconvenience, including [explain any additional consequences, such as loss of time, financial losses, impact on plans, etc.]. As a loyal customer who has previously enjoyed your products/services, I am disappointed by this experience and hope it does not reflect your usual standards.

In order to resolve this matter amicably, I kindly request a written apology acknowledging the error and the inconvenience caused. I believe this gesture is essential in restoring my confidence in your company and assuring me that such incidents will be prevented in the future.

I would appreciate your prompt attention to this matter. I look forward to receiving your written apology and learning about the steps your organization will take to address and rectify the issue.

Please feel free to contact me at [your phone number/email address] should you need further information.

Thank you for your prompt attention to this matter.

Sincerely,

[Your Name]