

Date: [Insert Date]

To:

[Recipient Name]
[Position, if known]
[Company Name]
[Company Address]
[City, State, ZIP]

Subject: Formal Complaint about Rude Service Representative

Dear [Recipient Name],

I am writing to formally lodge a complaint regarding the conduct of one of your service representatives, [Representative's Name, if known], during my recent interaction with your company on [date of incident]. The behavior exhibited during this encounter was unprofessional, discourteous, and not aligned with the level of customer service I expect from [Company Name].

During our interaction, the representative [briefly describe what happened, including specific language or actions that were rude or unprofessional]. This experience left me feeling disrespected and undervalued as a customer. Respectful and courteous communication is essential in maintaining customer satisfaction and trust, and the interaction I experienced fell far short of these standards.

I kindly request that you investigate this matter thoroughly and take appropriate action to address the behavior of the representative involved. Furthermore, I urge your company to reinforce training and guidelines regarding professional conduct to prevent similar incidents from occurring in the future.

I look forward to your prompt response and to learning what steps will be taken to address my concerns. Thank you for your attention to this serious matter.

Sincerely,

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