

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

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

Subject: Formal Complaint Regarding Rude Customer Service Staff

Dear [Manager's Name],

I am writing to formally bring to your attention an unpleasant experience I had with a customer service staff member during my recent visit to your establishment on [Date of Visit].

Unfortunately, the staff member I interacted with exhibited unprofessional and discourteous behavior. Specifically, they displayed a dismissive attitude and were unwilling to provide any meaningful assistance when I asked for help. This lack of respect and unwillingness to help greatly affected my perception of your business and resulted in a very disappointing customer experience.

I believe that prompt action should be taken to address this matter to ensure it does not happen to other customers. Your company's reputation relies on providing professional and courteous service to all clients, and I trust that you value the feedback of your customers in maintaining high standards.

I hope that you will look into this incident and take the necessary steps to prevent similar occurrences in the future. I would appreciate a response regarding the actions that will be taken to address this situation.

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

Sincerely,
[Your Name]