

Formal Complaint Letter: Rude Customer Service Staff

[Your Name]

[Your Address]

[City, State, ZIP Code]

[Email Address]

[Phone Number]

[Date]

[Manager's Name or "Customer Service Manager"]

[Company Name]

[Company Address]

[City, State, ZIP Code]

Dear [Manager's Name],

I am writing to formally file a complaint regarding the unacceptable and rude behavior I encountered from a member of your customer service staff on [date of incident] at [time/location/branch, if applicable]. As a valued customer of [Company Name], I was disappointed by the unprofessionalism displayed during my recent interaction.

Specifically, during my visit/contact, [describe the incident in detail, e.g., the staff member, whose name is [Name], raised their voice, ignored my questions, and made dismissive remarks while I was seeking assistance with [describe your issue or reason for contacting]]. Their conduct was not only discourteous but also failed to resolve my concerns appropriately.

I believe that every customer deserves to be treated with respect and courtesy, especially when they are reaching out for support. This incident has severely affected my perception of your company and left me dissatisfied with the service provided.

I respectfully request that this matter be investigated and appropriate steps taken to address the staff member's conduct. Additionally, I would appreciate any information regarding the actions that will be implemented to ensure no such incidents occur in the future.

I look forward to your prompt response and a resolution to this matter. Please feel free to contact me at [your phone number or email address] if you require further details regarding the incident.

Thank you for your attention to this important issue.

Sincerely,

[Your Name]