

# Letter of Complaint for Poor Customer Service Experience

A **letter of complaint for poor customer service experience** is a formal document used by customers to express dissatisfaction with the quality of service received. It typically outlines specific incidents, describes the negative impact of the service failure, and requests corrective action or compensation. Including a sample letter helps guide readers on the appropriate tone, structure, and key elements to address when drafting their own complaint, ensuring their concerns are communicated effectively and professionally.

## Letter Template

### Your Name

Your Address  
City, State, ZIP Code  
Email Address  
Phone Number  
Date

### Manager's Name

Company Name  
Company Address  
City, State, ZIP Code

Dear [Manager's Name],

I am writing to express my dissatisfaction with the customer service I received at [Location/Branch or during Order No./Service ID] on [Date]. Unfortunately, my experience did not meet the high standards that I expect from your company.

[Briefly describe the incident, including relevant details such as staff member names, time, and specific issues encountered. For example, mention rudeness, delays, lack of assistance, or misinformation.]

This experience caused me [explain the impact, e.g., inconvenience, wasted time, financial loss]. As a loyal customer, I found this situation disappointing and below the level of service I am accustomed to.

I kindly request that you investigate this matter and take appropriate corrective action. I would appreciate a response outlining how you intend to resolve this issue, and if applicable, I would welcome [compensation, refund, or other remedies].

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

Sincerely,  
[Your Name]

## Sample Letter

Jane Smith  
123 Maple Street  
Denver, CO 80201  
janesmith@email.com  
(555) 123-4567  
June 14, 2024

Mr. Mark Johnson  
Customer Service Manager  
ABC Electronics  
789 Main Avenue  
Denver, CO 80205

Dear Mr. Johnson,

I am writing to formally complain about the customer service I received at your Denver Main Avenue store on June 10, 2024. During my visit, I was treated in an unprofessional and discourteous manner by one of your staff members, Emily Brown.

I approached Ms. Brown at the customer service desk regarding a faulty smartphone that I had purchased a week prior. Not only was she dismissive of my concerns, but she also raised her voice and refused to assist me with the return process. As a result, I was forced to leave without resolving my issue, causing me significant inconvenience and frustration.

I have been a loyal customer of ABC Electronics for several years, and this incident has left me deeply disappointed. I kindly request that you address this matter, provide appropriate training to your staff, and inform me of any actions taken. I would also appreciate a replacement or refund for my faulty product.

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

Sincerely,

Jane Smith