

Formal Complaint Letter Template: Rude Staff Service

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

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

Dear [Manager's Name],

I am writing to formally express my dissatisfaction with the service I received from a member of your staff during my recent visit to [location/branch name] on [date].

On this occasion, I was attended to by [staff member's name or description]. Unfortunately, their conduct was both rude and unprofessional. Specifically, [describe the incident(s) in detail-what was said or done]. This behavior made me feel [describe the impact it had on you, e.g., embarrassed, disrespected, undervalued] and left me thoroughly disappointed with the level of service provided at your establishment.

I believe that respectful and courteous treatment is the cornerstone of any successful customer service interaction. The conduct displayed did not meet the standards I expect from your organization, nor did it reflect well on your company's reputation.

I kindly request that you investigate this matter, address it with the staff member involved, and take appropriate corrective action to ensure this does not happen again. I would also appreciate a written response outlining the steps taken to resolve this issue and improve your service quality.

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

Sincerely,
[Your Name]