

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

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

Subject: Official Complaint Against Staff Member for Repeated Rude Behavior

Dear [Manager's Name],

I am writing to formally lodge an **official complaint** regarding the repeated rude behavior of [Staff Member's Name], which I have personally experienced on multiple occasions. The purpose of this letter is to bring your attention to the impact this ongoing issue is having on both the customer experience and workplace atmosphere at [Company/Organization Name].

Specifically, on [insert dates and describe incidents-e.g., "May 5th, 2024, and June 10th, 2024"], I encountered situations where [Staff Member's Name] exhibited unprofessional and disrespectful conduct. [Provide 1-2 brief examples of the rude behavior, e.g., "She raised her voice at me in the presence of other customers and dismissed my inquiries without any attempt to assist. On another occasion, she made inappropriate remarks that made me and others uncomfortable."]

This pattern of behavior has created a negative environment, undermining your organization's standards of professionalism and customer service. It not only affects my experience as a [customer/colleague], but also reflects poorly on the company's reputation.

I kindly request that you look into this matter as a priority, take appropriate action, and implement necessary steps to ensure a respectful and courteous atmosphere for all customers and employees. Restoring a positive environment is essential to prevent further occurrences of such issues.

I trust you will treat this complaint with the seriousness it warrants and look forward to your response regarding the steps that will be taken to address this situation.

Sincerely,
[Your Name]