

Complaint Letter Template Regarding Rude Staff at a Retail Store

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

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

Dear [Store Manager's Name],

I am writing to formally bring to your attention a disappointing experience I had at your store, [Retail Store Name], on [Date of Incident] at approximately [Time]. During my visit, I encountered unprofessional and rude behavior from a staff member, which has left me dissatisfied with the service provided.

The incident involved [Staff Member's Name or Description, if known], who [describe the behavior or incident in detail - e.g., raised their voice, ignored my request, used disrespectful language]. This behavior is unacceptable and did not meet the level of service I expect from your establishment.

I value shopping at your store, but this experience has made me reconsider my view of your customer service standards. I kindly request that you address this matter by [state resolution you seek - e.g., speaking to the staff member, providing additional training, informing me of steps taken]. I would appreciate a prompt response regarding how you intend to resolve this issue.

Thank you for your attention to this matter. I hope to see improvements in the service at [Retail Store Name] and look forward to your reply.

Sincerely,
[Your Name]