

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

[Manager's Name]
[Company Name]
[Company Address]
[City, State, Zip Code]

Subject: Formal Complaint Regarding Unprofessional Behavior of Customer Service Staff

Dear [Manager's Name],

I am writing to formally bring to your attention an incident involving unprofessional behavior exhibited by your customer service staff. I have always valued [Company Name] for its commitment to customer satisfaction, but my recent experience has left me disappointed and concerned.

On [date of incident], I contacted your customer service department regarding [briefly explain the reason for contact, e.g., an inquiry about a product, a billing issue, etc.]. During this interaction, I encountered several issues, including:

- **Rude Communication:** The representative, [staff member's name if known], responded to my inquiries in a dismissive and discourteous manner. I felt belittled and disrespected during our conversation.
- **Lack of Responsiveness:** Despite my attempts to clarify my concerns, my questions were either ignored or answered vaguely, and I was frequently left waiting on hold for an unreasonably long period.
- **Failure to Resolve Concerns:** Ultimately, the staff member was unable or unwilling to provide an effective solution, leaving my issue unresolved.

This experience not only caused frustration but also raised doubts about the level of professionalism maintained by your customer service team. As a loyal customer, I expect to be treated with courtesy and to receive prompt and helpful support when needed.

I kindly request that you investigate this matter and take appropriate action to address the behavior of the staff involved. Additionally, I urge you to implement further training or review your customer service protocols to ensure all customers are treated respectfully and their concerns promptly resolved in the future.

I look forward to your acknowledgment of this complaint and would appreciate being informed of any steps taken to address it. Thank you for your attention to this important matter.

Sincerely,
[Your Name]