

Sample Complaint Letter to Manager about Rude Customer Service

[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 bring to your attention an unfortunate experience I had with one of your employees during my recent visit to [location/store/branch] on [date]. I believe it is important to inform you about this incident, as I value your company and hope to continue being a loyal customer.

During my visit, I interacted with [employee's name or description], and I was disappointed by the way I was treated. Specifically, [describe the incident: e.g., "the employee was openly dismissive of my questions, spoke to me in a condescending manner, and appeared unwilling to assist me with my concerns"]. I found this behavior to be not only unprofessional but also disrespectful and not in line with the customer service standards I expect from your business.

I would appreciate it if you could look into this matter and take appropriate action to ensure that customers are always treated with respect and courtesy. I believe that addressing this issue will help uphold the positive reputation of your company and improve the overall customer experience.

Thank you for your attention to this matter. I look forward to your prompt response and to seeing improvements in your customer service.

Sincerely,
[Your Name]