Sample Formal Complaint Letter for Unsatisfactory Service

This document provides a **sample formal complaint letter for unsatisfactory service**, demonstrating how to clearly and professionally express dissatisfaction with a product or service. It includes key elements such as a concise statement of the issue, relevant details about the service experience, the impact on the customer, and a polite request for resolution or compensation. This template helps individuals communicate their concerns effectively while maintaining a respectful tone to facilitate constructive dialogue and prompt action from the service provider.

Formal Complaint Letter Template

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

[Recipient Name or "Customer Service Manager"]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Subject: Formal Complaint Regarding Unsatisfactory Service

Dear [Recipient Name],

I am writing to formally express my dissatisfaction with the service I received from [Company Name] on [date of service]. Despite my expectations for quality and professionalism, my recent experience fell significantly short in the following ways:

- **[Briefly describe the issue/incident]** (e.g., The product I ordered, Order #12345, was delivered late and in damaged condition.)
- **[Outline any steps you took to rectify the issue with staff]** (e.g., I reached out to your customer support team on [date], but did not receive a satisfactory response.)

This experience has caused [describe the impact: inconvenience, financial loss, disruption, etc.]. As a valued customer, I expected better standards of service.

I kindly request that you [state your desired resolution: refund, replacement, compensation, apology, etc.]. I would appreciate a prompt response to this matter.

Please let me know if you require any further information to investigate my complaint. I look forward to hearing from you soon.

Sincerely,
[Your Name]

Note: Replace the bracketed text with your personalized details.