

## Formal Complaint Letter Template: Poor Customer Service

A **formal complaint letter about poor customer service** serves to address and document dissatisfaction with the treatment or support received from a company or service provider. It typically outlines the specific issues encountered, such as delays, rude behavior, or unresolved problems, and requests appropriate action or compensation. For example, a customer might write, "I am writing to formally complain about the unacceptable delay in resolving my order issue and the discourteous responses from your support team, which have caused significant inconvenience." Such letters are important for escalating unresolved issues and improving service quality.

### Complaint Letter Template

[Your Name]  
[Your Address]  
[City, State, ZIP Code]  
[Email Address]  
[Phone Number]  
[Date]  
[Manager's Name or Customer Service Department]  
[Company Name]  
[Company Address]  
[City, State, ZIP Code]  
Subject: Formal Complaint Regarding Poor Customer Service  
Dear [Manager's Name/Customer Service Manager],  
I am writing to formally register my dissatisfaction with the level of customer service I received from [Company Name] on [date(s) of incident(s)]. I am disappointed with the manner in which my issue was handled. On [describe the date and time], I [describe interaction: called/visited/emailed] your [store/branch/department] regarding [briefly explain the issue, e.g., a delayed order, an incorrect item, or a billing error]. This situation has caused significant inconvenience, and I expected a much higher standard of service from your company. I kindly request that you [state your desired resolution, e.g., a refund, replacement, or compensation]. I hope you will treat this matter with the urgency and seriousness it deserves. Please contact me at the above phone number or email address if you require further details.  
Yours sincerely,  
[Your Name]

### Example of a Complaint Letter

Jane Smith  
123 Maple Street  
Springfield, IL 62701  
jane.smith@email.com  
(555) 123-4567  
June 30, 2024  
Customer Service Manager  
Best Electronics  
456 Oak Avenue  
Springfield, IL 62702  
Subject: Formal Complaint Regarding Poor Customer Service  
Dear Customer Service Manager,  
I am writing to express my frustration with the poor customer service I received at your Springfield branch on June 25, 2024. After purchasing a laptop which malfunctioned within the warranty period, I faced repeated delays, and on more than one occasion, your representatives were unprofessional and dismissive about my concerns. As of today, the issue remains unresolved. I kindly ask you to expedite the process of providing a replacement or issuing a refund. I hope my experience will prompt you to retrain your staff and improve your service standards. I look forward to your prompt response.  
Yours sincerely,  
Jane Smith