

# Complaint Letter to Manager Sample (Including Apology Demand)

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

[Manager's Name]  
[Company/Organization Name]  
[Company Address]  
[City, State, ZIP Code]

Dear [Manager's Name],

I am writing to formally express my dissatisfaction with the recent experience I had at [Company/Organization Name] on [specific date or occasion]. I am a long-standing customer and have always appreciated the high standards of service you uphold, which is why this incident was particularly disappointing.

On [describe the specific incident, providing clear and concise details-what happened, when, where, and who was involved, if applicable]. This situation not only caused inconvenience but also did not meet the level of service I have come to expect from your organization.

I understand that mistakes can occur, and I apologize if my response caused any inconvenience or confusion for your staff. Nonetheless, I believe that my concern is valid and requires your attention.

I kindly request an explanation of what went wrong and, more importantly, a formal apology for the inconvenience I have experienced. Additionally, I would appreciate it if you could outline the steps your team will take to prevent such incidents in the future. If possible, I would also like to request [state your specific demand for resolution, e.g., a refund, replacement, or other compensation].

Thank you for addressing my concerns. I trust that you will handle this matter with the seriousness it deserves and look forward to your prompt response.

Sincerely,  
[Your Name]