

Sample Complaint Letter: Poor Telephone Customer Service Interaction

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

[Customer Service Department]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Subject: Complaint Regarding Poor Telephone Customer Service Interaction

Dear Sir/Madam,

I am writing to express my disappointment with the quality of telephone customer service I recently received when contacting your support team on [date of call]. My experience was far from satisfactory due to several issues that I believe warrant your immediate attention.

Firstly, I experienced an unusually long waiting time before my call was answered, which was both inconvenient and frustrating. When my call was finally connected, the staff member I spoke with appeared unhelpful and lacked the knowledge needed to assist me effectively. My query regarding [briefly mention your query or issue] was left unresolved, and I did not receive the support or information I expected from your service.

As a valued customer, I rely on prompt and efficient service when seeking assistance. Unfortunately, this recent interaction has left me dissatisfied and reconsidering my relationship with your company.

I kindly request that you look into this matter and take the necessary steps to address the issues I encountered. Please ensure that your staff are adequately trained, and your processes are improved to minimize waiting times and enhance customer satisfaction.

I look forward to your prompt response and a resolution to my concerns. Thank you for your attention to this matter.

Sincerely,
[Your Name]