

Formal 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 Experience

Dear [Manager's Name/Customer Service Manager],

I am writing to formally express my dissatisfaction with the customer service I recently received at [Company Name]. On [date], I contacted your company regarding [brief description of your issue, e.g., a problem with a product, a service inquiry, etc.]. Unfortunately, my experience fell far below the standards I expect from a reputable organization such as yours.

The specific issues I encountered include:

- Unprofessional behavior from staff, including [describe behavior, e.g., rude tone, lack of assistance]
- Delayed or inadequate responses to my requests or inquiries
- Lack of clear communication or failure to resolve my issue
- Any other concerns relevant to your experience

I am deeply disappointed by the manner in which my concerns were handled, as this has caused significant inconvenience and frustration. I expected a higher standard of service and would appreciate your immediate attention to this matter.

I kindly request that you investigate this matter and take appropriate steps to address my concerns. Additionally, I would appreciate an explanation of how you plan to rectify the situation and ensure better customer service in the future. Compensation for the inconvenience caused would also be appreciated where applicable.

I look forward to your prompt response within [give a reasonable timeframe, e.g., 7-10 business days]. Please feel free to contact me at [your phone number or email] if you require any further information regarding this matter.

Sincerely,
[Your Name]