

Letter of Complaint for Unprofessional Customer Support

This document provides a **letter of complaint for unprofessional customer support**, outlining a formal approach to express dissatisfaction with poor service quality. The letter template includes sections for describing the issue, detailing the unprofessional behavior experienced, and requesting corrective actions from the company. Its purpose is to communicate concerns clearly and professionally, aiming to resolve the problem and improve future customer support interactions.

Template

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

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

Subject: Formal Complaint Regarding Unprofessional Customer Support

Dear [Manager's Name],

I am writing to formally express my dissatisfaction with the customer support service I recently received from [Company Name] on [date of incident]. I have been a customer since [year or duration], and I am disappointed by the unprofessional behavior displayed by your support representative, which fell short of the standards I expected.

Issue Description:

On [date/time], I contacted your customer support regarding [briefly describe the issue or product/service involved]. Instead of receiving prompt and helpful assistance, I experienced the following unprofessional behavior:

- [Describe the specific behavior, e.g., rude language, lack of responsiveness, lack of knowledge, dismissive attitude]
- [Any specific incidents that occurred during the conversation]

This experience made me feel [describe how the situation made you feel – e.g., undervalued, frustrated, neglected], and it prevented the resolution of my issue in a timely and satisfactory manner. Such conduct not only reflects poorly on your company but also discourages customers like myself from continuing doing business with you.

Requested Action:

I kindly request that this matter be investigated and appropriate measures be taken to ensure such incidents do not reoccur. I also request a follow-up from your team regarding how my issue will be resolved, as well as any steps taken to address the staff's conduct.

I trust that you will take my complaint seriously and take appropriate action. I look forward to your prompt response.

Sincerely,
[Your Name]

Feel free to adjust the template as necessary to better match your specific situation.