

Written Complaint Letter Format for Disappointing Customer Support

Below is a template you can use to draft a formal complaint about disappointing customer support.

Your Name

Your Address
City, State, ZIP Code
Email Address
Phone Number

Date: [Insert Date]

Customer Support Manager

[Company Name]
[Company Address]
[City, State, ZIP Code]

Subject: Complaint Regarding Unsatisfactory Customer Support Experience

Dear Sir/Madam,

I am writing to formally express my disappointment with the customer support I recently received from [Company Name]. I had contacted your support team on [Date] regarding [briefly state the issue, e.g., a billing error, product malfunction, etc.], but was left unsatisfied with the response and assistance provided.

Specifically, [describe the incident: e.g., "the representative was unable to address my concerns adequately and demonstrated a lack of courtesy. Furthermore, my issue remains unresolved despite several follow-up attempts."]. This experience has been frustrating and has negatively impacted my perception of your services.

As a loyal customer, I expect timely, courteous, and efficient support when issues arise. I kindly request that you investigate this matter, address the shortcomings in your customer support, and provide an appropriate resolution at the earliest. Additionally, I hope steps will be taken to improve the quality of service to prevent similar experiences for other customers.

I look forward to your prompt response and a satisfactory resolution to my concern.

Sincerely,
[Your Name]