

Complaint Letter Sample for Poor Service with Apology Request

This **complaint letter sample for poor service with apology request** provides a clear and professional way to express dissatisfaction regarding unsatisfactory service while politely requesting an apology. It emphasizes the importance of addressing the issue respectfully, detailing the specific problems encountered, and seeking a resolution to restore trust and ensure better experiences in the future. This format helps customers communicate effectively with service providers to highlight concerns and encourage accountability.

Sample Letter

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

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

Dear [Service Provider's Name],

I am writing to formally express my dissatisfaction with the service I recently received at [specific location or department, if applicable] on [date(s) of service]. I had expected a much higher standard from your company, given your reputation for quality service.

Specifically, I was disappointed by the following:

- [Briefly describe the poor service or incident(s).]
- [Mention any previous attempts made to resolve the issue, if applicable.]
- [Explain how the situation affected you or caused inconvenience.]

I believe this experience falls short of the commitment to customer satisfaction that your company promotes. I kindly request a formal apology regarding this matter and would also appreciate any information on the steps you plan to take to ensure similar issues do not occur in the future.

It is my hope that, by addressing this issue, you will restore my confidence in your services. I look forward to your prompt response and a resolution to this matter.

Sincerely,
[Your Name]