

Date: [Insert Date]

To,
The Manager
[Company/Organization Name]
[Company Address]
[City, State, ZIP Code]

Subject: Formal Written Complaint regarding Unprofessional and Rude Staff Interaction

Dear [Manager's Name],

I am writing to formally bring to your attention an unpleasant experience I had with a member of your staff on [insert date of incident], during my visit to [specify location, branch, or department if applicable].

During my recent visit/interactions, I was subjected to unprofessional and rude behavior from [staff member's name, if known, or "a member of your team"]. Specifically, the staff member [describe specific behavior or incident, e.g., spoke in a disrespectful tone, ignored my inquiries, refused assistance, made inappropriate comments, etc.]. This behavior left me feeling [describe your feelings, e.g., uncomfortable, disrespected, dissatisfied] and did not meet the level of professionalism and courtesy I expect from your establishment.

I believe it is crucial to maintain high standards of customer service and respectful communication at all times. I kindly request that you investigate this matter and address the improper conduct displayed by the staff member involved. Appropriate action and further staff training may be necessary to ensure such incidents do not occur in the future.

I look forward to your prompt response regarding the steps that will be taken to resolve this issue and restore my confidence in your service.

Thank you for your attention to this matter.

Sincerely,
[Your Name]
[Your Contact Information]