

Subject: Formal Complaint Regarding Rude Staff at Your Retail Store

Dear [Manager's Name],

I am writing this email to formally bring to your attention a matter that occurred during my recent visit to your retail store. I regret to inform you that I encountered **rude behavior from a member of your staff**, which significantly diminished the quality of my shopping experience.

Despite my efforts to communicate politely and address the issue in person, the staff member's responses remained unprofessional and disrespectful. This was both disappointing and unexpected, as I have previously enjoyed a positive experience at your establishment.

I trust that you will look into this matter seriously and take the necessary steps to ensure that customer service standards are upheld. I hope appropriate measures will be taken to prevent similar situations from arising in the future.

Thank you for your attention to this matter. I look forward to hearing from you about how it will be addressed.

Sincerely,

[Your Name]

[Your Contact Information]