

Letter of Complaint for Poor Service (with Invoice Proof)

Sender's Name

Sender's Address

City, State, ZIP Code

Email Address

Phone Number

Date

Recipient's Name

Position (if known)

Company Name

Company Address

City, State, ZIP Code

Subject: Formal Complaint Regarding Poor Service – Invoice Attached

Dear [Recipient's Name],

I am writing to formally bring to your attention my dissatisfaction with the level of service I received from your company on [service date]. As a valued customer, I had expected a far higher standard, based on your company's reputation.

Unfortunately, the service provided fell significantly short of my expectations for the following reasons:

- **Delay:** The service was delivered [number] days late, despite a clear agreement on the timeline.
- **Unprofessional Behavior:** [Describe any discourteous or unprofessional conduct by staff, if applicable.]
- **Poor quality/substandard product:** [Describe if the service/product did not meet advertised or agreed-upon standards.]

To support my claims, I have attached a copy of the corresponding invoice (**Invoice No:** [Number], dated [date]) as proof of transaction and payment.

I kindly request that you look into this matter and provide a resolution by [propose deadline, e.g., "within the next 14 days"]. I believe a [refund/replacement/compensation/apology – specify your preferred outcome] is warranted under these circumstances.

Please acknowledge receipt of this complaint letter and inform me of the steps being taken to address my concerns. I am hopeful for your prompt and positive response.

Sincerely,

[Your Name]

Attachment: Copy of Invoice No: [Number]