

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

[Company Name]
[Customer Service Department]
[Company Address]
[City, State, ZIP Code]

Subject: Concern Regarding Unprofessional Customer Service Representative

Dear Sir/Madam,

I am writing to express my concern regarding a recent experience I had with one of your customer service representatives on [date of incident]. I have always appreciated [Company Name]'s commitment to good service, but my latest interaction did not meet the standards of professionalism and courtesy I have come to expect.

During my conversation with [Representative's Name, if known], I encountered the following issues:

- **Poor Communication:** The representative was dismissive of my concerns and frequently interrupted me while I was explaining my issue.
- **Lack of Courtesy:** Instead of addressing my queries patiently, the representative used a rude tone and seemed unwilling to assist me.
- **Inadequate Assistance:** I was provided with incomplete information and was not guided towards a satisfactory resolution for my problem.

I believe that professionalism and respectful interaction are vital for maintaining customer trust and satisfaction. I respectfully request that you investigate this matter, address the behavior of the concerned representative, and take appropriate steps to ensure all customer service staff adhere to high standards of conduct.

I hope you will take this feedback constructively and look forward to positive changes in your customer service. Please let me know if any further information is needed from my end.

Thank you for your attention to this matter.

Sincerely,
[Your Name]