

Written Complaint Letter Sample for Unprofessional Customer Service

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

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

Subject: Formal Complaint Regarding Unprofessional Customer Service

Dear [Manager's Name],

I am writing to formally express my dissatisfaction with the customer service I received at your [store/branch/online platform] on [date of incident]. I value your company's commitment to customer satisfaction, but my recent experience did not meet the expected standards.

On [specific date], I interacted with [employee's name or a member of your staff] regarding [brief description of the reason for your visit or inquiry]. Unfortunately, during this interaction, I encountered unprofessional behavior, including [describe specific incidents: e.g., rude language, lack of assistance, ignoring my questions, etc.]. These actions left me feeling [describe your feelings, e.g. upset, undervalued, frustrated].

I believe feedback is crucial for the improvement of services and maintaining good relationships with customers. I kindly request that you investigate this matter and take appropriate action to address the issue. I am hopeful that you will ensure that all customers receive the respectful and professional service they deserve.

I look forward to your prompt response and a resolution to my concern. Please do not hesitate to contact me at [phone number] or [email address] should you need any further details about my experience.

Thank you for your attention to this matter.

Sincerely,
[Your Name]