

Business Letter for Complaint: Rude Staff

Your Name

Your Address

City, State, ZIP Code

Email Address

Phone Number

Date

Manager's Name

Business Name

Business Address

City, State, ZIP Code

Dear [Manager's Name],

I am writing to formally express my dissatisfaction following an unpleasant experience with one of your staff members during my recent visit to your establishment on [date of incident]. As a loyal customer, I was disheartened by the level of unprofessionalism and courtesy displayed.

Specifically, [briefly describe the incident: e.g., "the staff member, whose name I believe is [Staff Name], spoke to me in a disrespectful tone and dismissed my concerns regarding my order"]. This behavior not only caused me significant discomfort but also affected my confidence in the quality of service provided by your business.

I strongly believe that all customers deserve to be treated with respect and courtesy. Incidents such as these damage customer trust and loyalty, which are crucial for any successful business. I ask that you kindly look into this matter and take any necessary steps to ensure your staff adhere to acceptable standards of professionalism and customer care.

Please let me know how this incident will be addressed and the actions you will take to prevent similar occurrences in the future. I appreciate your attention to this matter and look forward to your prompt response.

Sincerely,

[Your Name]