

Sample Complaint Letter to Manager about Rude Customer Service

[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 express my dissatisfaction regarding the service I received at your establishment on [date of incident]. Unfortunately, my recent experience with one of your staff members, [employee's name if known], was deeply disappointing due to their rude and unprofessional behavior.

During my visit, I approached the customer service counter to [briefly describe your purpose, e.g., "ask for assistance regarding a product issue"]. Instead of receiving helpful support, I was met with [describe the specific behavior, e.g., "disrespectful language, dismissive tone, and reluctance to assist"]. This encounter made me feel [state your feelings, e.g., "undervalued as a customer"], and disrupted what I expected to be a straightforward solution to my problem.

I have always appreciated the quality of your products/services, but this incident has made me question my continued patronage. I trust that you place high value on customer satisfaction, which is why I hope you will address this matter promptly. I politely request that you investigate this incident and take the necessary steps to ensure all staff members adhere to a standard of respect and professionalism.

Thank you for your attention to this matter. I look forward to your response and a resolution that restores my confidence in your business.

Sincerely,
[Your Name]