

Formal Complaint Letter for Unsatisfactory Customer Service

Your Name:

[Your Full Name]

Your Address:

[Street Address]

[City, State ZIP Code]

Email Address: [Your Email]

Phone Number: [Your Phone Number]

Date: [Date]

Recipient Name/Title:

[Manager's Name or Customer Service Department]

Company Name: [Company Name]

Company Address:

[Street Address]

[City, State ZIP Code]

Subject: Formal Complaint Regarding Unsatisfactory Customer Service

Dear [Recipient's Name or Customer Service Manager],

I am writing to formally express my dissatisfaction with the level of customer service I received at [location/branch or through a phone/email interaction] on [date of incident].

Details of the Incident:

[Describe the nature of your interaction, specific issues encountered, and any staff involved. Be factual and concise. E.g., delay in service, rude behavior, incorrect information, etc.]

Impact:

[Describe how this experience impacted you. E.g., inconvenience caused, time lost, financial loss, or emotional distress.]

Previous Attempts to Resolve:

[Mention any prior efforts to resolve the issue, such as conversations with staff or emails sent, and the outcomes.]

As a valued customer, I expected a higher standard of service and am disappointed by this experience.

Requested Resolution:

I respectfully request [clearly state what action you expect - e.g., an apology, a refund, a replacement, staff retraining, compensation, etc.].

I trust that you will address this concern promptly and ensure such occurrences do not happen in the future. I look forward to your response within [mention a reasonable time frame, e.g., 14 days].

Sincerely,

[Your Name]