

# 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]