

Sample Complaint Letter to Manager for Rude Behavior from Staff

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

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

Dear [Manager's Name],

I am writing to bring to your attention an unpleasant experience I recently had at your establishment on [date of incident]. I am a regular customer and have always appreciated the high level of service provided, but on this occasion, I felt compelled to raise my concerns regarding the rude behavior exhibited by one of your staff members, [staff member's name or description, if known].

On [exact date and time], while I was [briefly describe the situation, e.g., "seeking assistance at the customer service counter"], I encountered [staff member's name/position]. Unfortunately, [he/she/they] was unprofessional and discourteous in handling my request. Specifically, [describe the staff member's actions or words, such as "raised their voice," "ignored my questions," or "used disrespectful language"]. I was taken aback by this conduct, which left me feeling [briefly explain the impact, e.g., "embarrassed and dissatisfied with my experience"].

I value the services your team provides and believe that every customer deserves to be treated with respect and professionalism. I kindly request that this matter be looked into and appropriate steps are taken to ensure that such incidents do not occur in the future. I hope that you address this issue with your staff and reinforce the importance of respectful and courteous behavior toward all customers.

Thank you for your attention to this matter. I look forward to your response and a resolution to my concern.

Sincerely,
[Your Name]