

Sample Complaint Letter for Customer Service Issue

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

[Company Name]
[Customer Service Department]
[Company Address]
[City, State, ZIP Code]

Subject: Formal Complaint Regarding Poor Customer Service

Dear Sir or Madam,

I am writing to formally complain about the unsatisfactory level of customer service I recently received from your company. On [date of incident], I interacted with your staff regarding [briefly describe the product/service or issue]. Unfortunately, my experience fell significantly short of the standards I expect from [Company Name].

Specifically, [provide a clear and concise description of the issue-e.g., long wait times, unhelpful or rude staff, unresolved problem, etc.]. This not only caused me inconvenience but also [briefly describe any negative impact or consequences you faced as a result].

I attempted to resolve the matter by [explain any efforts you took to address the issue, such as calling a customer service number, sending an email, or speaking to a manager], but unfortunately, my concerns were not addressed satisfactorily.

As a valued customer, I expected a higher level of service and am disappointed by the way my concerns were handled. I request that you [state the desired resolution-e.g., an apology, a refund, a replacement, or another corrective action].

I trust that you will address this issue promptly and ensure that such incidents do not occur in the future.

I look forward to your immediate response to this matter. Please contact me at [your phone number] or [your email address] should you need any further information.

Yours sincerely,
[Your Name]