

Complaint Letter for Poor Customer Service Experience

This sample **complaint letter for poor customer service experience** provides a clear and concise template for expressing dissatisfaction with the service received, detailing specific issues, and requesting prompt resolution. It helps customers communicate their concerns effectively to businesses, aiming to improve service quality and restore customer satisfaction.

Sample Complaint Letter

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

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

Dear [Manager's Name],

I am writing to express my disappointment regarding the poor customer service I recently experienced at [location or department, if applicable] on [date of incident]. My experience did not meet the standards I have come to expect from your company and left me dissatisfied.

The specific issues I encountered were as follows:

- [Brief description of the first issue, e.g. unhelpful staff, long wait times, rude behavior]
- [Brief description of the second issue, if applicable]
- [Any other relevant information]

I believe that customers deserve to be treated with respect and receive prompt, helpful service. Unfortunately, my recent experience did not reflect this. I kindly request that you investigate this matter and take appropriate action to ensure that other customers do not have a similar experience in the future.

I would appreciate a prompt response to my concerns and information regarding how you intend to resolve this issue.
Thank you for your attention to this matter.

Sincerely,
[Your Name]