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

[Manager's Name]
[Title/Position, if known]
[Company Name]
[Company Address]
[City, State ZIP Code]

Dear [Manager's Name],

I am writing to formally express my dissatisfaction with the customer service I recently received from [Company Name]. As a loyal customer, I expect a high standard of professionalism, timely responses, and attentive support, all of which were unfortunately lacking during my recent experience.

On [specific date(s)], I contacted your customer service team regarding [briefly explain the service or product issue, e.g., a billing discrepancy, delayed delivery, technical support request]. However, my experience was disappointing for the following reasons:

- **Delayed Responses:** My inquiries were not addressed in a timely manner. Despite multiple follow-ups, I waited [number of days/hours] for a response.
- **Lack of Professionalism:** The representatives I spoke with were dismissive and did not provide clear or helpful information to resolve my issue.
- **Unresolved Issue:** Despite repeated attempts to seek assistance, my concern remains unaddressed, causing inconvenience and frustration.

The shortcomings in your customer service have not only caused delays and stress but have also impacted my trust in your company. As someone who values quality service, I urge you to review this matter and take appropriate action to address the issues outlined above.

I kindly request that you investigate this incident, provide a formal apology, and outline the corrective measures that will be taken to prevent similar experiences in the future. Additionally, I request prompt resolution of my original concern ([briefly restate the service/product issue]).

I look forward to your timely response and a satisfactory resolution. Please feel free to contact me at [your phone number] or [your email address] if further information is needed.

Thank you for your immediate attention to this matter.

Sincerely,
[Your Name]