

Complaint Regarding Poor Customer Service

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

Customer Service Department

[Transport Company Name]

[Company Address]

[City, State, Zip Code]

Dear Customer Service Manager,

I am writing to formally express my dissatisfaction with the customer service I encountered at [specific transport station name] on [date of occurrence].

On that day, I experienced [describe the specific incident and issues you faced, e.g., lack of assistance, rude staff, long wait times]. Such service not only caused inconvenience but also diminished my overall experience.

As a customer, I expect a certain standard of service, and I am disappointed that my expectations were not met. I believe it is vital for your staff to be trained effectively in customer service to prevent such occurrences in the future.

I hope you will take my feedback seriously and work towards improving your customer service protocols at your transport stations.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,

[Your Name]