

Grievance Concerning Poor Customer Service

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

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

Dear Customer Service Manager,

I am writing to formally express my grievance regarding the poor customer service I have experienced while dealing with [Telecommunications Company Name]. On [specific date], I contacted your customer service team regarding [brief description of the issue], and I was met with [describe the poor service experienced, e.g., long hold times, unhelpful staff, etc.].

This experience was highly frustrating, as I expected a much higher standard of service from your company. I have been a loyal customer for [duration of time], and this incident has left me dissatisfied.

I kindly request that you look into this matter and take the necessary steps to improve your customer service. I would appreciate a prompt response regarding how you plan to address this issue.

Thank you for your attention to this matter.

Sincerely,

[Your Name]