

Complaint Regarding Refusal of Service

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Manager's Name]

[Retail Store Name]

[Store Address]

[City, State, Zip Code]

Dear [Manager's Name],

I am writing to formally express my dissatisfaction regarding an incident that occurred on [Date of Incident] at your store, [Retail Store Name]. During my visit, I was denied service by [Employee's Name or Description of the Employee] for [reason for denial, if known].

As a loyal customer, I believe that all patrons deserve equal treatment and respect in a retail environment. The refusal of service was not only disappointing but also left me feeling unwelcome in your store.

I request a thorough investigation into this matter and an appropriate response regarding your store's policy on customer service. I hope to continue shopping at [Retail Store Name] in the future, but I would like assurance that such incidents will be addressed appropriately.

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

Sincerely,

[Your Name]