

Complaint Regarding Refusal of Service

Your Name: [Your Name]

Your Address: [Your Address]

Your Email: [Your Email]

Your Phone Number: [Your Phone Number]

Date: [Today's Date]

Manager's Name: [Manager's Name]

Salon/Spa Name: [Salon/Spa Name]

Salon/Spa Address: [Salon/Spa Address]

Dear [Manager's Name],

I am writing to formally complain about the refusal of service I experienced at [Salon/Spa Name] on [date of incident]. I had an appointment scheduled for [service type], but upon my arrival, I was informed that I could not be served due to [reason given for refusal].

I find this situation very disappointing, as I had looked forward to my appointment, and I believe I am entitled to fair treatment as a customer. This experience has not only caused inconvenience but has also left me dissatisfied with your establishment's customer service standards.

I would appreciate your prompt attention to this matter and a written response addressing my concerns. Thank you for your time.

Sincerely,

[Your Name]