

Feedback on Poor Customer Service Response

Date: [Insert Date]

To: [Customer Service Manager's Name]

Company: [Company Name]

Address: [Company Address]

Dear [Customer Service Manager's Name],

I hope this message finds you well. I am writing to provide feedback regarding my recent experience with your customer service team on [insert date of interaction].

Unfortunately, my interaction did not meet the expectations I had based on your company's reputation. I reached out regarding [briefly describe the issue], but the response I received was [describe the poor response, e.g., unhelpful, delayed, dismissive].

As a loyal customer, I believe in the importance of effective communication and support. However, this experience has left me feeling [describe feelings, e.g., frustrated, undervalued]. I would appreciate if you could address this issue and consider providing additional training for your team in order to enhance customer satisfaction.

Thank you for taking the time to address my concerns. I look forward to your reply.

Sincerely,

[Your Name]

[Your Contact Information]