

Dear [Customer Service Manager's Name],

I hope this message finds you well. I am writing to inquire about some recent experiences I have had with your customer service department that have raised concerns regarding your service policies.

On [specific date], I [briefly describe the incident or interaction]. Unfortunately, I found the response to be [describe the issue, e.g., unsatisfactory, unclear, etc.]. This has led me to question the effectiveness of your customer service policies in addressing customer needs.

Could you please provide clarification on your current customer service policies? Specifically, I would like to know [list specific questions or points of concern].

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

Sincerely,

[Your Name]

[Your Contact Information]