

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

Customer Service Department  
Company Name  
Company Address  
City, State, Zip Code

Dear Customer Service Team,

I am writing to formally request a resolution regarding the poor service I experienced on [specific date]. Despite my expectations for quality service, my experience was disappointing due to [briefly describe the issue, e.g., long wait times, unhelpful staff, etc.].

I have been a loyal customer for [duration of time], and this incident has significantly impacted my perception of your company. I believe it is important for you to be aware of these issues to improve your service standards.

To rectify this situation, I kindly request [specific resolution you seek, e.g., a refund, an apology, a service upgrade, etc.]. I look forward to your prompt response to this matter.

Thank you for your attention to this issue. I hope to see a swift resolution.

Sincerely,  
Your Name