

Feedback on Recent Online Shopping Experience

Date: [Insert Date]

To: [Customer Service Department]

From: [Your Name]

Subject: Feedback on Poor Customer Service

Dear Customer Service Team,

I am writing to express my dissatisfaction with the customer service I experienced during my recent online shopping transaction on [insert website]. Despite my anticipation of a smooth shopping experience, I encountered several issues that I believe warrant your attention.

Firstly, I faced difficulties with [describe specific issue, e.g., navigating the website, processing payment, order confirmation]. When I reached out for assistance via [insert method of contact, e.g., email, chat, phone], I was disappointed by the response time and the lack of helpfulness from the representative.

Additionally, [mention any other issues, such as delays in response, unhelpful advice, or rude behavior]. This experience has left me feeling frustrated and undervalued as a customer.

I believe that effective customer service is critical to a positive shopping experience, and I hope my feedback will help improve your team's practices. I look forward to your prompt response regarding the issues I faced and any steps you will take to rectify them.

Thank you for your attention to this matter.

Sincerely,

[Your Name]

[Your Contact Information]