

Complaint Letter Regarding Financial Service Quality

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 Manager,

I am writing to formally express my dissatisfaction with the quality of service I have received from your financial institution. My account number is [Account Number].

On [date], I encountered issues [briefly describe the specific issues, e.g., delays in transaction processing, lack of response to inquiries, etc.]. Despite my attempts to resolve these matters through your customer service, I have not received adequate assistance.

The level of service I have experienced falls short of my expectations, especially considering your company's reputable standing in the industry. As a loyal customer for [duration], I believe I deserve a higher standard of service.

I request that you investigate this matter promptly and provide me with an explanation for the service deficiencies. Additionally, I would appreciate information on how you plan to rectify these issues to ensure they do not occur in the future.

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

Sincerely,
[Your Name]