

# Letter of Expression of Dissatisfaction

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Manager's Name]

[Company's Name]

[Company's Address]

[City, State, Zip Code]

## **Subject: Expression of Dissatisfaction with Staff Conduct**

Dear [Manager's Name],

I hope this message finds you well. I am writing to formally express my dissatisfaction regarding an incident that occurred on [specific date] involving your staff member, [Staff Member's Name].

During my visit to [location or department], I encountered unprofessional conduct that was both unexpected and disappointing. Specifically, [briefly describe the incident and what was said or done]. This behavior did not align with the high standards of customer service I have come to expect from [Company's Name].

I believe it is crucial for all customers to be treated with respect and courtesy, and I hope you will address this matter with the appropriate attention. I would appreciate a response regarding how this situation will be handled to prevent similar occurrences in the future.

Thank you for your attention to this matter.

Sincerely,

[Your Signature (if sending a hard copy)]

[Your Printed Name]