

Feedback on Customer Service Experience

Dear [Manager's Name],

I am writing to express my disappointment regarding a recent experience I had with your customer service team on [date]. Unfortunately, I encountered discourteous behavior, which did not meet the standards I expect from [Company Name].

During my interaction with [Employee's Name], I felt that my concerns were not taken seriously, and the tone of the conversation was unprofessional. This left me frustrated and dissatisfied with the service provided.

I believe that constructive feedback is important for improving service quality, and I hope that my experience can be used positively to enhance training and customer interaction standards for your team.

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

Sincerely,

[Your Name]

[Your Contact Information]