

Formal Complaint Regarding Poor Customer Service

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

Bank Manager

[Bank Name]

[Bank Address]

[City, State, Zip Code]

Dear [Bank Manager's Name],

I am writing to formally express my dissatisfaction with the customer service I received at [Bank Name] on [specific date]. Despite my long-term relationship with your bank, my recent experience has left me quite disappointed.

On the aforementioned date, I visited the branch to [briefly explain the purpose of your visit, e.g., open an account, inquire about a loan, etc.]. Unfortunately, I encountered a series of issues, including [describe specific incidents, e.g., long wait times, unhelpful staff, etc.]. This is not the standard of service I expect from [Bank Name].

I believe that as a valued customer, I deserve to be treated with respect and to receive timely service. I kindly request that you review this matter and take the necessary steps to improve your customer service protocols.

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

Sincerely,

[Your Name]