

[Your Name]
[Your Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]
[Date]

[Recipient Name]
[Company Name]
[Company Address]
[City, State, Zip Code]

Dear [Recipient Name],

I am writing to formally express my dissatisfaction with the unacceptable wait times I have experienced while seeking service at [Company Name]. On [specific date(s)], I waited for over [duration] hours to receive assistance, which is well beyond a reasonable timeframe.

The prolonged wait not only caused significant inconvenience but also reflects poorly on the level of service expected from your establishment. I believe that efficient service is crucial for customer satisfaction and retention.

I urge you to address this issue and implement measures to minimize wait times in the future. I look forward to your prompt response regarding this matter.

Thank you for your attention to this important issue.

Sincerely,

[Your Name]