

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

Manager's Name
Company Name
Company Address
City, State, Zip Code

Dear [Manager's Name],

I am writing to formally express my concern regarding the negligence exhibited by your employee, [Employee's Name], during my recent interaction with your service department on [date of incident].

On this occasion, I experienced [describe the specific incident, outlining how the employee was negligent and the impact it had on you]. Despite my efforts to resolve the issue, I was met with [describe any further issues or lack of assistance].

This experience has not only caused me frustration but has also [mention any additional consequences, such as financial loss]. I believe this matter needs urgent attention to prevent similar situations from occurring in the future.

Thank you for taking the time to consider my complaint. I look forward to your prompt response regarding how this will be addressed.

Sincerely,
[Your Name]