

# Formal Complaint Regarding Unsatisfactory Service

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

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

Dear [Manager's Name],

I am writing to formally express my dissatisfaction with the service I received at [Restaurant Name] on [Date of Visit]. My experience was far below my expectations and I believe it is important to bring these issues to your attention.

During my visit, I encountered the following problems:

- [Brief description of issue 1, e.g., "The waitstaff was inattentive and did not take our orders in a timely manner."]
- [Brief description of issue 2, e.g., "Our food took an excessively long time to arrive, and when it finally did, it was cold."]
- [Brief description of issue 3, e.g., "The server was unhelpful and dismissive when we raised our concerns."]

I believe that quality customer service is essential to the hospitality industry, and I was disappointed that my experience did not reflect this standard. I hope that you will address these issues to ensure that future guests do not have similar experiences.

Thank you for your attention to this matter. I look forward to your response and a resolution to my concerns.

Sincerely,  
[Your Name]