

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

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

Dear [Manager's Name],

I am writing to formally express my dissatisfaction with the level of service I experienced at [Company Name] on [specific date and time]. During peak hours, I observed that the staff was significantly understaffed, resulting in long wait times and delays in service.

Despite the high customer volume, it appeared that no additional assistance was provided, which ultimately diminished the overall customer experience. I believe that with proper staffing, the quality of service can greatly improve, even during busy periods.

I hope that you will take my concerns seriously and review your staffing practices during peak hours. I look forward to hearing from you regarding this matter.

Thank you for your attention to this issue.

Sincerely,  
[Your Name]