

Formal Complaint Letter

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Your Email]

[Your Phone Number]

To Whom It May Concern,

[Bus Company Name]

[Company Address]

[City, State, Zip Code]

Subject: Formal Complaint Regarding Rude Behavior of Bus Staff

Dear [Recipient's Name or "To Whom It May Concern"],

I am writing to formally express my dissatisfaction regarding an incident that occurred on [insert date] while I was utilizing your bus service on [insert route or bus number]. During this trip, I encountered rude behavior from a member of your staff, [insert staff member's name if known], which I found to be unprofessional and unacceptable.

The staff member was [briefly describe the rude behavior or incident]. This type of behavior is not what I expect from an esteemed company such as [Bus Company Name], where customer service should be a priority.

I hope that you will address this matter seriously and take the necessary actions to ensure that staff members are trained to treat all customers with respect and courtesy. I appreciate your attention to this issue and look forward to your response.

Sincerely,

[Your Name]