

Your Name

Your Address

City, State, Zip Code

Email Address

Phone Number

Date

Manager's Name

Fast Food Chain Name

Store Address

City, State, Zip Code

Dear [Manager's Name],

I am writing to formally express my complaint regarding a breach of a promotional offer that I encountered at your establishment on [Date of Visit]. As a loyal customer of [Fast Food Chain Name], I was looking forward to taking advantage of the advertised promotion which promised [details of the promotion].

During my visit, I ordered [details of your order], expecting to receive the promotion, as I had seen advertised both in-store and on your website. However, I was informed by the staff that the promotion was no longer valid, despite the fact that it was still within the promotional period.

This experience has caused me considerable disappointment, as I had chosen your restaurant based on this specific offer. I kindly request a resolution to this issue, whether it be through honoring the promotional offer at a future visit or providing an appropriate form of compensation.

Thank you for your attention to this matter. I hope to hear back from you soon regarding this issue.

Sincerely,

[Your Name]