

Formal Complaint Letter

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Recipient's Name]

[Company's Name]

[Company's Address]

[City, State, Zip Code]

Dear [Recipient's Name],

I am writing to formally express my dissatisfaction regarding the treatment I received on [specific date] at your [location/branch]. Despite my expectations for courteous service, I encountered unprofessional behavior from your employees.

Specifically, [describe the incident in detail, including what happened, who was involved, and how it made you feel]. This experience was not only disappointing but also contrary to the high standards of customer service that I believe your company upholds.

As a long-standing customer, I hope that my feedback will lead to improvements in the training of your staff to ensure that no other customer has to endure a similar experience in the future.

Thank you for taking the time to address my concerns. I look forward to your prompt response.

Sincerely,

[Your Name]