

Formal Complaint Regarding Poor Customer Service

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[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 with the customer service I received on [date of incident]. During my interaction with your staff, I encountered several issues that not only left me frustrated but also diminished my trust in your company.

Specifically, [describe the issues encountered, e.g., long wait times, unhelpful staff, incorrect information, etc.]. Despite my efforts to resolve the matter, [explain any attempts made to address the issue, e.g., speaking to a manager, following up, etc.]. This experience was not in line with the high standards of service that I have come to expect from [Company's Name].

I kindly request that you look into this matter and take appropriate action to ensure that such experiences are not repeated in the future. I believe that constructive feedback can lead to improvements, and I hope that my concerns will be taken seriously.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,

[Your Name]