

Formal Complaint regarding Poor Customer Service

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Your Email]

[Your Phone Number]

[Retailer's Name]

[Retailer's Address]

[City, State, Zip Code]

Dear Customer Service Manager,

I am writing to formally complain about the poor customer service I received regarding my recent order (Order Number: [Insert Order Number]) placed on [Insert Order Date].

Despite my repeated attempts to contact your customer service department to resolve the issue, I was met with unhelpful responses and long wait times, which is unacceptable for a company of your stature.

This experience has been incredibly frustrating and disappointing, and I feel as though my concerns have not been taken seriously. I expect prompt action to rectify this situation.

Please let me know how you intend to address this issue and prevent it from happening in the future.

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

Sincerely,

[Your Name]