

# Formal Complaint Regarding Poor Customer Service

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Recipient's Name]

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear [Recipient's Name],

I am writing to formally express my dissatisfaction with the customer service I received from your office regarding my recent real estate transaction. Despite my expectations, the level of service provided has been disappointingly inadequate.

On [insert date of interaction], I reached out to your office concerning [specific issue or service]. Unfortunately, I encountered several issues, including [briefly explain issues encountered, such as lack of communication, unresponsiveness, etc.]. These experiences have led to significant frustration and have hindered my ability to effectively progress with my real estate dealings.

I value professionalism and responsiveness in any service industry, and I was hoping to receive such treatment from your agency. I kindly request an explanation of this situation and would appreciate any steps your office is willing to take to rectify these issues.

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

Sincerely,

[Your Name]