

Formal Complaint Regarding Poor Customer Service

[Your Name]
[Your Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]

[Date]

[Utility Provider's Name]
[Utility Provider's Address]
[City, State, Zip Code]

Dear Customer Service Manager,

I am writing to formally complain about the poor customer service I received from your company on [specific date(s)]. I was extremely disappointed with the lack of assistance and professionalism displayed by your staff.

Despite multiple attempts to resolve my issue, [briefly describe the issue, e.g., unresolved billing discrepancies, delayed service, etc.], I was not provided with a satisfactory resolution. The representatives I spoke with were [describe specific negative behaviors, e.g., unhelpful, dismissive, lacking knowledge about the service]. This experience has left me frustrated and dissatisfied with your service.

I expect a prompt response to this matter, and I hope to see improvements in your customer service protocols moving forward. Thank you for your attention to this issue.

Sincerely,
[Your Name]