
Business Complaint Letter For Poor Service

John Doe

123 Main Street

Springfield, IL 62701

johndoe@example.com

(555) 123-4567

August 8, 2024

Jane Smith

Customer Service Manager

XYZ Electronics

456 Market Street


Springfield, IL 62702

Dear Ms. Smith,

Subject: Complaint Regarding Poor Service on July 30, 2024

I am writing to formally express my dissatisfaction with the service I received from your company on July 30, 2024. As a long-time customer, I expected a much higher level of service than what was delivered.

On July 30, 2024, I visited your store located at 456 Market Street to purchase a new laptop. I was extremely disappointed with the service I received. Specifically, the sales associate I interacted with was unprofessional and dismissive of my questions, providing incorrect information about the product features. Additionally, I experienced an unreasonable wait time of over 45 minutes, despite there being few other customers in the store.



This experience was not only frustrating but also fell far below the standards I associate with your company. As a result of this incident, I feel compelled to bring this matter to your attention.

I would appreciate it if you could address the following points:

1. Proper training for your sales associates to ensure they are knowledgeable about the products and provide accurate information.
2. Implementation of a more efficient customer service system to reduce wait times.
3. An apology and a gesture of goodwill, such as a discount on my next purchase, to compensate for the poor experience.

I trust that this matter will be resolved promptly and appropriately. I look forward to your response within the next 7-10 business days. If I do not hear from you within this period, I will consider escalating my complaint to higher authorities or consumer protection agencies.

Thank you for your attention to this matter. I hope to continue being a customer of XYZ Electronics and that my future experiences will reflect the high standards I have come to expect from your company.

Yours sincerely,

John Doe