

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

Dear [Recipient Name],

I am writing to formally express my dissatisfaction with the service I received on [specific date] at [location or department]. Despite my expectations for quality service from [Company Name], I encountered several issues that I believe warrant your attention.

Firstly, [describe the first issue, including details such as specific incidents, timeframes, and any communication you had with staff]. This experience was frustrating and did not reflect the standards I associate with your company.

Additionally, [describe any further issues, if applicable, ensuring to remain factual and professional]. I was expecting a prompt resolution, but unfortunately, that did not occur.

I have always appreciated the service from [Company Name] in the past, which makes this experience all the more disappointing. I hope to see improvements in future interactions and suggest [propose a solution or resolution you are seeking, such as a refund, a discount, or an assurance of better service].

Thank you for taking the time to address my concerns. I look forward to your prompt response.

Sincerely,

[Your Name]
[Your Job Title, if applicable]
[Your Account Number, if applicable]