

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

Customer Service Department  
XXYZ Company  
[Company Address]  
[City, State, Zip Code]

Dear Customer Service Team,

I am writing to formally express my dissatisfaction with a recent experience I had with XXYZ. On [date of the incident], I [briefly describe the issue, e.g., purchased a product, received poor service, etc.].

Despite my expectations of quality and service from your company, I was disappointed when [provide details of the situation, including what went wrong and any relevant facts]. I have always valued your brand, but this experience has left me feeling let down.

I would appreciate it if you could address this matter promptly. I believe a resolution could be [suggest potential solutions, such as a refund, replacement, or an apology].

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

Sincerely,

[Your Name]

[Optional: Account Number or Order Number]