

Your Name  
Street Address  
City, Postal Code  
Phone  
Email  
Date

Recipient Name  
Title  
Company Name  
Street Address  
City, Postal Code

Dear Recipient Name:

This letter is to complain about service I recently received from a (Company Name) customer service representative named (Representative Name). I called (Company Name) on (Date), to find out how to deal with a problem I've had with (Product or Service).

(Include relevant product information and documentation)

After I had been on hold for several minutes, Representative Name came on the line. I had to explain my problem to him several times because he did not seem to be listening and therefore asked me the same questions repeatedly.

(Include what outcome you were seeking)

(Representative Name) put me on hold for several minutes, and then returned to say he could not help me. Needless to say, I was quite frustrated. I expected a much higher level of service from your company, and I am quite disappointed.

Because I do not want to spend any more time on this problem, I am returning or canceling (Product or Service) immediately and expect a full-refund.

Sincerely,

Your Name

Recipient Name

Date

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