

## Example complaint letter:

56 Disgruntled Street  
Somewhere Unhappy  
I AM MAD

Customer Service Manager  
That Awful Company  
Somewhere Awful  
UR BAD

June 15, 2016

Dear Sir/Madam,

I am writing today to complain of the poor service I received from your company on June 12, 2016. I was visited by a representative of That Awful Company, Mr. Madman, at my home on that day.

Mr. Madman was one hour late for his appointment and offered nothing by way of apology when he arrived at noon. Your representative did not remove his muddy shoes upon entering my house, and consequently left a trail of dirt in the hallway. Mr. Madman then proceeded to present a range of products to me that I had specifically told his assistant by telephone I was not interested in. I repeatedly tried to ask your representative about the products that were of interest to me, but he refused to deal with my questions. We ended our meeting after 25 minutes without either of us having accomplished anything.

I am most annoyed that I wasted a morning (and half a day's vacation) waiting for Mr. Madman to show up. My impression of That Awful Company has been tarnished, and I am now concerned about how my existing business is being managed by your firm. Furthermore, Mr. Madman's inability to remove his muddy shoes has meant that I have had to engage the services, and incur the expense, of a professional carpet cleaner.

# **Sample Letter To Customer Service Complaint**

**United States. Congress. Senate.  
Committee on Commerce, Science,  
and Transportation**

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