

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

Robert W. Bly



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How to Deliver Excellent Customer Service: A Step-by-Step Guide for Every Business Julie Olley, 2000 **The AMA Handbook of Business Letters** Jeffrey L. Seglin, Edward Coleman, 2012 Though the fundamentals of letter writing have remained the same the way we communicate in business is constantly evolving Whether it s a formal printed letter or an email the ability to write effective correspondence is essential for success no matter what the industry Containing more than 25 percent new material The AMA Handbook of Business Letters provides readers with over 370 customizable model letters divided into categories reflecting various aspects of business including Sales marketing and public relations Customer service Human resources Credit and collection Letters to vendors and suppliers Confirmations requests and replies Permissions And many more In addition the book provides readers with a refresher course in the letter writing basics and helpful appendices listing common mistakes in grammar word usage and punctuation Comprehensive and now extensively updated this invaluable resource provides professionals with an adaptable template for every conceivable business correspondence need **Customer Service** Allan Woods, Lesley Hebron, Sally Bradley, 2001 This text takes candidates through the NVQ award unit by unit offering plenty of questions and exercises to reinforce knowledge and understanding Scenario based activities allow candidates to analyze and discuss customer service situations and practise their skills

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