Your Name  
Address  
City, State, Zip  
Email Address  
Phone Number

DATE

Name of Addressee

Position

Name of Company  
Address  
City, State, Zip

Dear [Name of Addressee];

I am writing to complain about the poor service that I have received from your business on [name of company in question]. Specifically, the service that I have received from [name of staff member].

[List details regarding the incident you are complaining about. Be as specific as necessary].

While the behavior of one member of the staff may not speak on behalf of the company, if you may be able to do so, kindly look into the behavior of this person to make sure that the incident does not happen again. It will be such a shame to have the reputation of the company be tarnished by a single employee.

Thank you in advance for investigating on this matter further, and I hope that there will be improvements regarding your service soon.

Sincerely,

[Name and Signature]