

To: (insert email address)

Subject: Customer Service Complaint

Dear (insert name),

I am writing to you today to explain about a bad experience I had at (insert hotel/restaurant/company name) on (insert date) while I was busy (give details of what you were doing).

It is appalling to witness an employee (insert employee name if known) of such a respected chain/company to behave in such a manner. (give details of what occurred). I was both shocked and disappointed to have been treated in this way and believe you should be made aware of your employee's actions.

I trust that this is not the way that (insert company name) does business and that you will mention my concern with (insert employee name) about the incident. I am open to discussing the matter further and should hope that you will respond with a solution to prevent this incident happening again.

I look forward to hearing from you.

Sincerely,

(insert name)

(insert contact details)