

Complaint Letter against Restaurant

From

[Your Name]

[Your Address]

Date

To

[Recipient Name]

{Recipient Address}

Subject:- Complaining about bad service by the restaurant.

Dear Mr/Mrs/Ms [Recipient Name]

I have visited your restaurant on 3rd September 2020 for lunch with my friend located in Noida. We ordered Chinese food and for the starter, I was told to bring an egg roll. Since we were very hungry we notified the waiter to bring rolls as soon as possible. Despite our request, they took a very long time to bring meals. There was no proper hygiene. The restaurant looked very dirty. There was dust on the table and remains of food on it.

They didn't clean when the customer finished eating. Also when we asked staff person to clean it he ignored. I asked him politely to clean but in return, he was very rude and told us to go look for some other restaurant. I was very disappointed so I went to the manager to complain about the same but even the manager was also the same. He simply said he would talk to the person but did nothing. I had a very bad experience in your restaurant.

I request you to look into my complaint and I would appreciate it if you investigate and take proper action against the staff on duty for providing bad service and being rude to the customers. I suggest you supervise cleanliness and hygiene as well as discipline your staff to improve your service.

Thanking you

[Your Name]