

[Your Name]
[Your Address]
[City, State, Zip Code]
[Your Phone Number]
[Your Email]

[Date]

[Manager's Name]
[Branch Name]
[Company Name]
[Branch Address]
[City, State, Zip Code]

Subject: Formal Complaint Regarding Facility Condition and Cleanliness

Dear [Manager's Name],

I am writing to formally express my dissatisfaction regarding the physical condition and cleanliness of the [Branch Name] location, which I visited on [Date] at approximately [Time].

During my visit, I observed several issues that negatively impacted my experience, specifically:

- [Describe issue 1, e.g., Unsanitary restroom conditions]
- [Describe issue 2, e.g., Litter or debris on the lobby floor]
- [Describe issue 3, e.g., Damaged furniture or broken equipment]

As a regular customer, I expect a professional and hygienic environment. The current state of the facility is disappointing and does not meet the standards I associate with your company. It raises concerns regarding the overall maintenance and health protocols of this branch.

I request that you take immediate steps to address these maintenance and cleaning deficiencies. I would appreciate an update on the actions you intend to take to ensure the facility is properly maintained for future visits.

Thank you for your prompt attention to this matter.

Sincerely,

[Your Signature]

[Your Printed Name]