

[Your Name]
[Your Address]
[Your Phone Number]
[Your Email Address]

[Date]

[Manager's Name or Customer Service Department]
[Company Name]
[Branch Address/Location]

Subject: Formal Complaint Regarding Unprofessional Staff Behavior

Dear [Manager Name/Customer Service Team],

I am writing to formally report an incident involving unprofessional behavior by a member of your staff at the [Branch Name/Location] retail store. The incident occurred on [Date] at approximately [Time].

While I was [describe what you were doing, e.g., browsing, waiting in line, or asking for assistance], I was assisted by an employee named [Staff Name, or physical description]. During our interaction, the staff member was [describe specific behavior, e.g., rude, dismissive, using inappropriate language, or ignoring requests].

Specifically, [provide a brief, factual account of what happened]. This behavior is not what I expect from a reputable company like [Company Name] and made my shopping experience very unpleasant.

I value your products and have been a customer for [length of time], but this encounter has caused me to reconsider shopping at this location. I trust that you will look into this matter and take the necessary steps to ensure that staff members maintain a professional standard of conduct.

I look forward to hearing from you regarding how this matter will be addressed.

Sincerely,

[Your Signature]

[Your Printed Name]