Date

To

Recipient Name

Title

School Name

Street Address City, ST ZIP Code

Dear Recipient Name:

Today in the afternoon, I called your office to inquire regarding my monthly bill. The phone was answered by one of your customer service representatives. She was extremely rude and ill-mannered. Due to her annoying behavior, it got hard for me to put through my transaction. She even mentioned that she is not the relevant person to deal with such transactions. Not only that, she was not transferring my call to any other person who could have dealt with my issue.

If she is not given proper training on how to deal with the customers, I am sure your business will suffer. I am informing you as I do not want to speak to her again and might even stop doing business with you in the future if she does not change her attitude. Customers are the spine of any business and they deserve respect and kindness. I am sure you will take action on this.

Regards,

Your Name

Street Address City, ST ZIP Code | Phone | Email