Date of writing the letter

To

[The Recipient]  
[Restaurant Name]  
[Address]

Dear Sir/Ma’am, [the concerned authority]

I am writing this letter with sheer disappointment owing to the experience I and my friends underwent at XYZ [restaurant’s name] and I would like to bring it to your notice. I am a regular customer of XYZ [restaurant’s name] located at [restaurant’s address] as I visit it almost every weekend celebrating the happy hours with my friends. We always pick one particular meal to order but this time we decided to go for its much-hyped midnight dinner deal.

Quite contrary to our expectations, we underwent a very bad experience as the quality of food was very poor. The chicken was overcooked, and it also smelled really bad like it was rotten. The egg fried rice also smelled stinky as they seemed expired. On our complaint, the manager [name the manager on duty] did not admit his mistake rather started arguing with us. However, he offered us to switch the order with anything else on the menu.

We decided not to order anything from there and to our surprise, the staff handed us a bill. We had to pay the bill for the disgusting food we did not even eat.

I request you to investigate the whole matter and scrutinize the hygiene and quality standards of the restaurant so no further displeasure takes place.

Sincerely,

XYZ