

56 Palk Street,

June 15, 2017

West Kolkata

Contact:

Email:

Customer Service Manager

That Awful Company

New Delhi, Vasant Kunj

Dear Sir/Madam,

I am writing today to complain of the poor service I received from your company on June 12, 2017. I was visited by a representative of That Awful Company, Mr. Madan, at my home on that day.

Mr. Madan was one hour late for his appointment and offered nothing by way of apology when he arrived at noon. Your representative did not remove his muddy shoes upon entering my house, and consequently left a trail of dirt in the hallway. Mr. Madan then proceeded to present a range of products to me that I had specifically told his assistant by telephone I was not interested in. I repeatedly tried to ask your representative about the products that were of interest to me, but he refused to deal with my questions. We ended our meeting after 25 minutes without either of us having accomplished anything.

I am most annoyed that I wasted a morning (and half a day's vacation) waiting for Mr. Madan to show up. My impression of That Awful Company has been tarnished, and I am now concerned about how my existing business is being managed by your firm.

I trust this is not the way That Awful Company wishes to conduct business with valued customers—I have been with you since the company was founded and have never encountered such treatment before. I would welcome the opportunity to discuss matters further and to learn of how you propose to prevent a similar situation from recurring. I look forward to hearing from you.

Yours faithfully,

ABCD

Post

Signature