

Letter of Dissatisfaction with Service Sample

Maurice J. Elmore Inc.

2765 Crestview Manor
Indianapolis, IN 46204

To Whom It May Concern:

I am writing to express the poor service I received when I called your customer service line on January 15th, 2009.

I had originally purchased an external hard drive from your company. When I got home, I was having trouble setting it up. So, I read the information sheet and decided to call your customer service department.

After being put on hold for over 10 minutes, I was greeted by a rather unprofessional employee. They kept on interrupting me, they were rude, and they offered no real solution to my problem. In the end, I returned the hard drive to the store, and it is safe to say I will never be purchasing another one of your products.

If you truly value your customers, I highly suggest you teach your customer service representatives how to deal with people.

Regretfully,

Sammie T. Shaw