Smith Widgets  
4724 Blane Street  
Saint Louis, MO 63146

Dear Mr. Smith:

This letter is to complain about service I recently received from one of your customer service representatives named Joseph Swanson. I called your company on June 18, 2020, to find out how to deal with a problem I’ve had with your so-called premium widget. After I had been on hold for several minutes, Joseph Swanson came on the line. I had to explain my problem to him several times because he did not seem to be listening and therefore asked me the same questions repeatedly. Joseph Swanson put me on hold for several minutes, and then returned to say he could not help me. Needless to say, I was quite frustrated.

I expected a much higher level of service from your company, and I am quite disappointed. Because I do not want to spend any more time on this problem, I am returning your so-called premium widget immediately, and I expect a full refund. I will be informing my friends and family about this experience.

Sincerely,

Louis Wyatt