

Subject: Complaint About Rude Staff Behavior

Dear [Manager's Name],

I hope this message finds you well. I am writing to formally express my concern regarding an incident involving one of your staff members, which occurred on [Date] during my visit to [Location/Department].

I was disappointed to encounter a level of rudeness that I found both surprising and unprofessional. [Briefly describe the incident, e.g., "The staff member in question, [Staff Member's Name], raised their voice and used dismissive language when I asked for assistance."]

Such behavior is not only unacceptable but also detrimental to the reputation of your esteemed firm. I believe in the values that your company upholds, and this incident appears to deviate from those principles.

I respectfully request that you look into this matter and take appropriate measures to prevent recurrence. I appreciate your attention to this important issue and look forward to a resolution.

Thank you for your understanding.

Sincerely,

[Your Full Name]

[Your Contact Information]