

Subject: Concern Over Recent Staff Interaction

Dear [Manager's Name],

I hope this message finds you well. I am writing to express my concern regarding an incident involving a member of your staff. On [date], I visited your [location, e.g., store, office] and encountered behavior that I found surprisingly unprofessional.

The staff member in question [briefly describe the behavior, e.g., spoke rudely, ignored my requests], which left me feeling [describe feeling, e.g., undervalued, upset]. I believe this does not reflect the high standards your organization is known for.

I trust that you share my commitment to maintaining excellent customer service and believe that addressing this issue transparently serves our mutual interest in upholding the reputation of your business.

I appreciate your attention to this matter and look forward to your response. Thank you for taking the time to ensure a positive experience for all customers in the future.

Sincerely,

[Your Name]

[Your Contact Information]