Sample Complaint Letter

Mrs. Kendra Holland
456 Main Street
Albany, NY 12204

September 4, 2021

Luxury Purses, Inc.
123 Fifth Avenue
New York, NY 10017

Dear Mrs. Stacy McCollum:

On Friday, August 30, 2021, my husband James and I entered your Fifth Avenue store to purchase a luxury handbag for our daughter. We were full of delight to treat her in such a way. It was 2:35 in the afternoon as we stepped into a relatively quiet lobby.

Upon entrance, we noticed a staff member sitting behind the counter; her name tag read Shannon. She appeared to be video chatting with her boyfriend on her smartphone. We can only surmise as much because her eyes quickly glanced in our direction before she quietly stated, “Brandon? Hey, Brandon, can you hear me? Two customers just walked in and I might have to go.” After which, she giggled and said, “Yes, I know. It’s our two-month anniversary tonight.”

You’d think our entrance would have prompted her to put her phone away, but it didn’t. My husband and I continued to browse, looking for a particular handbag, the Alma Mater BB. When we couldn’t find it, we approached the counter, but were ignored by Shannon again.

After an elongated period of time, she finally put her phone down, looked over and said, “Yeah? Can I help you?” I told her what style handbag we were looking for, she glanced at the east wall, and said, “Yeah. We don't have that in stock.” There was zero attempt to search for the product, offer to order it, or search through another store’s inventory.

I must say, my husband and I were so discouraged, we not only vowed to never shop at your location again, we also vowed to move on from our hopes of finding an Alma Mater BB. After such an appalling experience, we went to Brand B Accessories and purchased an Excel Supreme for our daughter instead.

Surely, your training standards must be of a high standard. However, Shannon did not reflect those standards at all. We hope you’ll speak with her, in accordance with company policy. I’d hate to see you lose any more high-paying customers.

Sincerely,

[Signature here]

Mrs. Kendra Holland
kholland@email.com