Modelo de carta de queja en inglés (Complaint letter)

Dear [Company Name],

I am writing to express my disappointment with the level of service I received from your company. On [date], I called your customer service line to report a problem with my order. The representative I spoke with was very rude and unhelpful. She refused to listen to my issue and transferred me to another department without resolving my problem. I was then placed on hold for over 20 minutes before finally giving up and hanging up.

This is not the first time I have had problems with your company. In the past, I have also experienced long wait times when trying to reach customer service and difficulty getting refunds or exchanges processed in a timely manner. As a result, I am considering taking my business elsewhere.

I would appreciate if someone from your company could contact me to discuss this matter further. Thank you for your time.

Sincerely,

[Your Name]