

# Customer Service Feedback Email

Subject: Feedback on Recent Customer Service Experience - Order #[Order Number]

Dear [Customer Service Manager/Company Name],

I am writing to provide feedback regarding my recent interaction with your customer service team on [Date]. I believe constructive feedback helps organizations improve, and I wanted to share my experience.

I contacted your support team regarding [specific issue/inquiry]. I was assisted by [employee name if known], who [describe the interaction - positive or negative aspects]. The response time was [quick/delayed], and the resolution provided was [effective/inadequate/partially helpful].

What worked well: [List positive aspects such as politeness, knowledge, efficiency, willingness to help]

Areas for improvement: [List constructive criticism such as communication clarity, follow-through, technical knowledge, response time]

Overall, I rate this experience as [rating/description]. I have been a customer for [duration] and generally [appreciate/have concerns about] the level of service provided. I hope this feedback will be useful in training and quality improvement initiatives.

I would appreciate acknowledgment of this feedback and would be interested to know what steps, if any, will be taken to address the concerns raised.

Thank you for taking the time to read and consider my comments.

Best regards,

[Your Name]

[Account/Customer Number]

[Contact Information]

**Get more templates here:** <https://www.lettersandtemplates.com/letters/feedback-letter>