

Formal Complaint Letter to Restaurant About Food Quality

Subject: Formal Complaint Regarding Food Quality

Dear [Restaurant Manager/Owner Name],

I am writing to formally express my dissatisfaction with the food quality I experienced during my recent visit to your establishment on [Date] at approximately [Time]. As a patron who has previously enjoyed dining at your restaurant, I was disappointed with the meal I received on this occasion.

I ordered [specific dish name], and unfortunately, it was served [describe issue: undercooked/overcooked/cold/spoiled/incorrectly prepared]. Specifically, [provide detailed description of the problem]. This was concerning not only from a quality standpoint but also from a food safety perspective.

I brought this matter to the attention of [server name/staff member], who [describe their response]. While I appreciate their effort, the issue was not resolved to my satisfaction, and the experience significantly detracted from what should have been an enjoyable meal.

I have been a customer of your establishment for [duration], and this experience was uncharacteristic of the standards I have come to expect. I am requesting [refund/replacement meal/store credit/investigation into kitchen practices] as appropriate compensation for this incident.

I hope you will take this feedback seriously and investigate the circumstances that led to this situation. I look forward to your prompt response within [timeframe] and trust that measures will be taken to prevent similar occurrences in the future.

Sincerely,

[Your Name]

[Contact Information]

[Receipt Number/Transaction ID if applicable]

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