

Complaint Letter

From,
Jacqueline
3102 Canterbury Drive
Garden City

Date:13th Aug. 2020

To,
John Doe
2713 Redbud Drive
New York

Dear John Doe,

On Thursday, September 4th, 2020, I and my wife Jane visited your store Fifth Sense to purchase a luxury purse for our daughter. It was around 1.30 in the afternoon as we stepped into the store.

We were looking for a particular purse for our daughter and Alma Sixth BX. When we couldn't find it, we approached the counter asking for assistance but were ignored by the attendant Christie (as her name tag said) behind the counter as she was busy attending a call.

After she wrapped up the call, she put her phone down and said that the purse is not in stock after looking at the sidewall where the collection is placed without checking for the product, offering to order it online, or find it in some other inventory or storage rooms.

After such an ignorant response from Fifth Sense, we were very disheartened at buying the same purse from another store for our daughter.

We hope that you will speak to her and ask her to be more responsive and considerate to the customers.

Sincerely,

Jacqueline

