Formas de empezar un correo:  
Si conoces el nombre de la persona:

Dear [Name],  
Dear Mr./Ms./Dr. [Last Name],  
Dear [Department] Manager,  
Si no sabes el nombre de la persona:

To whom it may concern,  
Dear Sir/Madam,  
Dear Customer Service Team,  
Dear [Company Name] Support,  
Introducción de la queja o tema:

I am writing to express my dissatisfaction with...  
I am contacting you regarding an issue with...  
I am writing to raise a concern about...  
I would like to bring to your attention a problem with...  
I recently purchased/used your [product/service] and encountered...  
   
Formas de terminar un correo:  
Para cerrar formalmente:

I look forward to your prompt response.  
I hope this issue can be resolved swiftly.  
I would appreciate it if you could address this matter urgently.  
Please let me know how this can be rectified.  
Thank you for your attention to this matter.  
Despedidas formales:

Sincerely,  
Yours sincerely,  
Kind regards,  
Best regards,  
Si quieres enfatizar urgencia o cortesía:

Thank you for your immediate attention to this issue.  
Looking forward to your resolution of this matter.  
   
Ejemplo de correo de queja:  
   
Subject: Request for Resolution Regarding Faulty Product

Dear Customer Service Team,

I am writing to express my disappointment with a recent purchase I made from your company. On [date], I bought a [product name/model] (Order Number: [order number]), but unfortunately, it has not met the expected standards of quality.

The issue with the product is [describe the problem briefly, e.g., "it stopped working after two days," or "it arrived with visible damage"]. I have attached photos as evidence for your reference.

As a loyal customer, I am very disappointed with this experience. I kindly request that you [propose a solution, e.g., "replace the product," "issue a full refund," or "repair the item"].

Please let me know how we can resolve this issue at your earliest convenience. I look forward to your prompt response.

Thank you for your attention to this matter.

Kind regards,  
[Your Full Name]  
[Your Contact Information]