

Formal Complaint Letter Example with Follow-up Request

[Your Name]
[Your Address]
[City, State, ZIP Code]
[Email Address]
[Phone Number]
[Date]

[Recipient's Name]
[Recipient's Position/Title]
[Company/Organization Name]
[Company Address]
[City, State, ZIP Code]

Dear [Recipient's Name],

Subject: Formal Complaint and Request for Follow-up Action on Unresolved Issue

I am writing to formally reiterate my complaint regarding [briefly describe the issue, e.g., "the persistent malfunction of my purchased product" or "the unsatisfactory service received"]. My original complaint was submitted on [date of initial complaint] via [method of communication: email, phone, service request, etc.], and I also followed up on [date(s) of subsequent contact], but unfortunately, the issue remains unresolved.

To summarize, [provide a concise description of the issue, including relevant order or account numbers, and the impact it has had]. Reference numbers for my previous communications are [list reference numbers if available].

Despite my efforts to resolve this matter amicably, I have not received a satisfactory response or solution. I kindly request immediate attention and resolution to this issue. I would appreciate it if you could provide a written response outlining the steps that will be taken to address my concerns within [reasonable timeframe, e.g., "the next 7 business days"].

If I do not receive a response or satisfactory resolution within the specified time, I will have no alternative but to escalate the matter further, including contacting relevant consumer protection authorities or seeking legal advice.

Thank you for your prompt attention to this matter. I look forward to your response and a resolution to my complaint.

Sincerely,
[Your Name]