

# Sample Letter of Complaint for Delayed Delivery and Poor Service

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

[Recipient's Name]  
[Company Name]  
[Company Address]  
[City, State, ZIP Code]

Subject: Complaint Regarding Delayed Delivery and Poor Customer Service – Order #[Order Number]

Dear [Recipient's Name],

I am writing to formally express my disappointment with the delayed delivery and the unsatisfactory service I have experienced regarding my recent order #[Order Number], placed on [Order Date]. According to the initial confirmation, my order was scheduled for delivery on [Promised Delivery Date]; however, it has not yet arrived as of today, [Current Date].

Despite several attempts to contact your customer service department for assistance, I have not received any meaningful updates or solutions to resolve the situation. The responses have been unhelpful and, in some instances, unresponsive, which has added to my frustration.

The delay has caused significant inconvenience, as I was relying on the timely arrival of the products for [briefly state the impact, e.g., a planned event, urgent need, business purposes, etc.]. I believe this level of service falls far below the standards a valued customer should expect from [Company Name].

I kindly request immediate action to resolve this issue. I expect an update regarding the status of my order and a commitment to an exact delivery date. Additionally, I would appreciate appropriate compensation for the delay and the inconvenience caused.

Please treat this matter with urgency. If I do not receive a satisfactory response within [reasonable time frame, e.g., 7 days], I will have no choice but to consider further action, which may include escalating my complaint to consumer protection authorities.

I look forward to your prompt response.

Yours sincerely,  
[Your Name]