

Formal Complaint Email Template: Requesting Refund and Resolution

Subject: Formal Complaint – Request for Refund and Immediate Resolution

Dear [Recipient's Name or Customer Service Team],

I am writing to formally express my dissatisfaction regarding [briefly state the product/service/issue, including order number if applicable, and purchase date], which I purchased on [purchase date] through [purchase platform/store/website].

Unfortunately, I have encountered the following problems:

[Provide a clear and concise description of the issues experienced, including any relevant details such as malfunctions, poor service, delays, or unmet expectations.]

Despite my previous attempts to resolve this matter by [mention any prior communication or actions taken, including dates and references], the situation remains unresolved.

In light of these circumstances, I respectfully request a full refund of [specify the amount, if applicable] and a prompt resolution to this matter. I believe this is a reasonable solution given the [describe impact, e.g., inconvenience, additional costs, disruption caused by the issue].

Please see the attached supporting documents [mention any relevant receipts, correspondence, or evidence] to assist with your investigation.

I expect to receive a response to this complaint within [state your preferred timeframe, e.g., 7 days] as per your company's policies. If I do not receive a satisfactory resolution, I will consider escalating the matter to relevant consumer protection authorities.

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

Yours sincerely,

[Your Full Name]

[Your Contact Information]

[Your Order/Account Reference, if applicable]