

Formal Complaint Letter to Service Provider

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

[Recipient Name]
[Service Provider's Name]
[Department, if applicable]
[Company Address]
[City, State, ZIP Code]

Subject: Formal Complaint – Unresolved Service Issue

Dear [Recipient Name or 'Sir/Madam'],

I am writing to formally express my dissatisfaction regarding an unresolved issue with the service provided by your company. Despite my previous attempts to address this matter, the issue remains unresolved, which has caused considerable inconvenience.

The issue in question is as follows:

[Briefly describe the nature of the problem, including product or service details, account/reference numbers, etc.]

My first report of this issue was made on **[First Communication Date]** via **[method of communication, e.g., email, phone]**. I subsequently followed up on **[Any Subsequent Dates]** but have not received a satisfactory resolution.

As a valued customer, I expect prompt attention to this matter. I request that you take immediate action to resolve this issue by **[state desired solution or corrective action]** within **[reasonable time frame, e.g., 7 days]** of receiving this letter.

Please acknowledge receipt of this complaint and inform me of the steps being taken to address my concerns at your earliest convenience.

I hope that this matter can be resolved amicably and look forward to your swift response.

Yours sincerely,
[Your Name]