

Consumer Complaint Letter Template: Service Not Provided

This template will help you write a clear and professional complaint letter if a service you paid for was not provided as promised.

Your Name

Your Address

City, State, Zip Code

Email Address

Phone Number

Date

Recipient Name / Customer Service Manager

Company Name

Company Address

City, State, Zip Code

Subject: Complaint regarding Service Not Provided

Dear *[Recipient Name or "Customer Service Manager"]*,

I am writing to formally complain regarding a service that was promised but not provided by your company. On **[date of transaction]**, I **[describe how you ordered or paid for the service]**. The service in question is **[name/description of the service]**, for which I paid **[amount, if applicable]**, with the transaction/reference number **[provide details]**.

According to our agreement/order confirmation, the service was to be provided by **[date/timeframe]**. However, to date, the service has not been delivered and I have not received any satisfactory explanation for the delay. I have attached/supporting documents as evidence, including **[invoices, receipts, correspondence, etc.]**.

I kindly request that you **[provide the service immediately / issue a full refund / offer alternative compensation]**. I expect a resolution to this matter within **[number of days, e.g., 14 business days]** from the date of this letter, failing which I will consider taking further action through the appropriate consumer protection authorities.

I appreciate your prompt attention to this matter and look forward to a satisfactory resolution.

Sincerely,

[Your Name]

Tip: Be sure to attach copies (not originals) of all relevant documents, such as receipts and correspondence, that support your complaint.