

[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: Formal Complaint – Dissatisfaction with Product Quality and Customer Service

Dear [Recipient's Name],

I am writing to formally express my deep dissatisfaction regarding both the quality of the **[product name/model]**, which I purchased from your store on **[purchase date]**, and the inadequate support I have received from your customer care team.

Shortly after purchase, I encountered the following issues with the product:

- *[Brief list or description of specific product issues, e.g., malfunction, defects, misleading features]*
- *[Another issue, if applicable]*

In an effort to resolve these concerns, I contacted your customer service department on **[date(s) of contact]**. Unfortunately, my experience with your representatives has been unsatisfactory. Despite multiple attempts to seek assistance, I received:

- *[Describe inadequate support, e.g., delayed or no responses, unhelpful or dismissive replies, lack of follow-up]*

Given the above, I am both disappointed in the quality of your product and dissatisfied with the level of care provided by your team. As a valued customer, I expected a prompt and effective resolution, which was not delivered.

To rectify this situation, I respectfully request the following:

- *[State your desired remedial action, e.g., refund, replacement, repair, voucher]*
- *[Any additional requests, e.g., apology, assurance of improved customer service]*

I urge you to give this matter your immediate attention. I sincerely hope that my feedback will prompt improvements in your product quality control and customer care standards, ensuring no future customer encounters similar dissatisfaction.

I look forward to your prompt response and a satisfactory resolution within **[reasonable time frame, e.g., 7 days]**. Please contact me at your earliest convenience at **[email address or phone number]**.

Yours faithfully,  
[Your Name]