

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

[Company Name]
[Attn: Customer Service Department]
[Company Address]
[City, State ZIP Code]

Dear Customer Service Team,

Subject: Formal Complaint Regarding [Product/Service Name] - Chat Logs Attached

I am writing to formally lodge a complaint regarding the unsatisfactory experience I have had with your [product/service], as detailed below. Despite several attempts to resolve this issue through your customer service chat, my concerns remain unresolved.

Description of the Issue

On [date of incident], I encountered the following problem with [briefly describe the product/service and the issue]. I contacted your customer service team via chat support, but unfortunately, the issue has not been resolved to my satisfaction.

Below, I have attached the full chat log transcripts from my conversations with your representatives as evidence of my attempts to resolve this matter.

Customer Service Chat Logs

[Chat Timestamp]: 2024-05-15, 10:03 AM

Customer (You): Hello, I received a defective product (Order #123456). It does not turn on.

Agent (John): Hello, I'm sorry to hear that. Can you try charging the device for 30 minutes and see if it works?

Customer: I already tried that—still no response.

Agent (John): Thank you for confirming. I will escalate this to our technical team. You will get a response via email within 24 hours.

---24 hours later---

[Chat Timestamp]: 2024-05-16, 10:12 AM

Customer: Following up regarding Order #123456. I haven't received any email or update.

Agent (Sara): I apologize for the delay. Let me check your case.

Agent (Sara): According to our records, the escalation is still pending. I will flag this as urgent.

Customer: Please confirm when I will receive a resolution.

Agent (Sara): You should hear back within the next 24 hours.

Requested Resolution

Given the above, I respectfully request [a replacement, full refund, or specific action you require]. I would appreciate it if you could address this matter as soon as possible.

Attachments

- Transcript of customer service chat (included above)
- Copy of purchase receipt (if applicable)

I look forward to your prompt response and resolution of my complaint. Please contact me at [your phone number] or [your email address] if further information is required.

Sincerely,
[Your Name]