

Sample Complaint Letter for Unresolved Customer Service Complaint

This document provides a **sample complaint letter for unresolved customer service complaint**, designed to help customers effectively communicate their dissatisfaction when initial service interactions fail to resolve their issues. The letter outlines a clear description of the problem, references previous attempts to seek resolution, and requests prompt and satisfactory action from the service provider. Utilizing this format ensures that the customer's concerns are formally documented and increases the likelihood of a timely and appropriate response from the company.

Sample Letter

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

[Recipient Name or "Customer Service Manager"]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Subject: Unresolved Customer Service Complaint

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

I am writing to formally express my dissatisfaction regarding your company's handling of my recent customer service complaint, which remains unresolved despite my previous attempts to seek a resolution.

On [date of initial contact], I contacted your customer service department regarding [briefly describe the issue or product/service involved]. I was assured that the matter would be resolved promptly. However, after my initial complaint, I have [describe follow-up actions, such as additional phone calls, emails, or reference any case or ticket numbers]. Despite these efforts, my issue remains unresolved.

I am disappointed by the lack of effective response and the continued inconvenience this has caused. I am requesting that you review my complaint and provide a satisfactory resolution without further delay.

Please contact me at your earliest convenience at [your phone number or email address]. If I do not receive a response within [reasonable timeframe, e.g., 10 business days], I will be compelled to escalate this matter further.

Thank you for your immediate attention to this matter.

Sincerely,
[Your Name]