

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

[Recipient Name]  
[Company Name]  
[Company Address]  
[City, State, ZIP Code]

Subject: Complaint Regarding Inadequate Product Support

Dear [Recipient Name],

I am writing to formally express my dissatisfaction with the inadequate support I have received in connection with [product name/model, if applicable], which I purchased from your company on [purchase date]. As a customer, I expected prompt and effective assistance in resolving product-related concerns, but unfortunately, my experience has been disappointing.

My attempts to seek help have been met with delayed responses and a lack of satisfactory solutions. Specifically, I contacted your support team on [date(s) of contact] regarding [briefly describe the problem], but the assistance provided thus far has been insufficient and has not resolved the issue. The ongoing delays and lack of clear communication have caused significant inconvenience and diminished my confidence in your company's customer care.

I respectfully request that you review my case and take immediate steps to address the issue. I urge you to improve your support services by ensuring more timely, reliable, and effective responses to customer concerns. This will not only help resolve my current problem but also prevent similar dissatisfaction for other customers in the future.

Please acknowledge receipt of this letter and provide an update on the steps you will take to resolve my issue at your earliest convenience. I sincerely hope that my concerns will be addressed promptly, thereby restoring my trust in your company and its support services.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,  
[Your Name]