

Sample Complaint Letter: Delayed Response from Customer Service

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

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

Subject: Complaint Regarding Delayed Response from Customer Service

Dear Sir/Madam,

I am writing to express my dissatisfaction with the delayed response I have experienced from your customer service team regarding my recent inquiry (Reference Number: [Insert Reference Number or Details]). I initially contacted your support team on [Date of First Contact] and have yet to receive a satisfactory reply or resolution to my concern.

I value timely and effective communication, especially when dealing with matters that impact my experience as a customer. Unfortunately, the continued delay in resolving my issue has caused significant inconvenience and frustration. Timely responses are essential for maintaining customer trust and satisfaction, and I am disappointed by the extended waiting period.

I kindly request that you look into this matter urgently and provide a prompt resolution to my concern. Additionally, I would appreciate an explanation for the delay and information on the steps your company is taking to improve response times for customers in the future.

I hope my feedback will be taken seriously and prompt improvements in your customer service operations. I look forward to your swift response.

Thank you for your attention to this matter.

Sincerely,
[Your Name]