

Sample Complaint Letter with Follow-Up Request

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

[Recipient Name]
[Title/Position]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Subject: Follow-Up on Unsatisfactory Resolution of Complaint

Dear [Recipient Name],

I am writing to follow up on my previous complaint submitted on [date of initial complaint], regarding [briefly state the original issue, e.g., the defective product, poor service, delayed delivery, etc.]. While I appreciate the attention given to my concerns, I am disappointed to inform you that the solution provided on [date of company's response or action] did not satisfactorily address the issue.

To recap, my original concern was:

[Detailed description of the original problem and any reference numbers, if applicable].

Your proposed solution was:

[State the company's proposed resolution or corrective action].

Unfortunately, this solution was unsatisfactory because:

[Explain why the resolution was insufficient or ineffective. Provide specific details or examples].

As a valued customer, I expect a resolution that appropriately addresses my concerns. I kindly request that you reconsider my case and propose an alternative solution, such as [state a desired outcome or action, e.g., full refund, replacement, compensation, etc.].

Please contact me at your earliest convenience to discuss how we might resolve this issue. I look forward to your prompt response within [state reasonable time frame, e.g., 7 business days].

Thank you for your attention to this matter. I hope we can find a satisfactory solution.

Sincerely,
[Your Name]