

Formal Complaint Letter Demanding Urgent Response to Service Issue

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Recipient's Name or Customer Service Manager]

[Company/Service Provider Name]

[Company Address]

[City, State, Zip Code]

Subject: Urgent Complaint Regarding Unresolved Service Issue

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

I am writing to formally lodge a complaint regarding a persistent and unresolved issue with your [product/service], which I have previously reported on [insert previous complaint date(s) if applicable]. Despite my earlier attempts to seek assistance, the matter remains outstanding, causing significant inconvenience and frustration.

Description of the issue:

[Briefly describe the service issue, including relevant details such as dates, order or account numbers, and previous correspondence.]

This ongoing problem has severely impacted [explain the effect on you, your business, or any relevant context]. I believe I have taken all reasonable steps to resolve the issue through your standard customer service channels but have yet to receive a satisfactory response or resolution.

Given the above, I must stress the urgency of this matter. I request immediate attention and corrective action to resolve this issue within [specify a reasonable deadline, e.g., 7 days] from the date of this letter. Please confirm receipt of this complaint and provide a written response detailing the steps being taken to address my concerns.

Should I not receive an adequate response within the specified timeframe, I will be compelled to escalate this matter to the relevant consumer protection authorities and consider other avenues for recourse.

I trust you will address this matter with the seriousness and urgency it demands. Thank you for your prompt attention to this complaint.

Sincerely,

[Your Name]

Enclosures: [List any supporting documents, screenshots, or evidence, if applicable]