

Formal Complaint Letter for Service Not Rendered

[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: Formal Complaint Regarding Service Not Rendered

Dear [Recipient's Name or 'Sir/Madam'],

I am writing to formally express my dissatisfaction regarding the lack of service I have experienced with your company. On [date], I engaged your services for [describe the service], under the agreement/order number [insert number/reference if applicable].

Despite my expectation for the service to be rendered by [promised date], it has not yet been delivered as discussed. I have reached out to your customer support team on multiple occasions, including on [list dates of communication], but have yet to receive a satisfactory response or update concerning the delay.

As per our agreed terms, I expected [briefly reiterate the agreed service/timeline]. This failure has caused significant inconvenience to me, and I request that the matter be resolved promptly. I kindly ask for the following remedial actions: [select as appropriate-fulfillment of the service, a refund, or alternative compensation].

Please respond within [state a reasonable timeframe, e.g., 7 business days] of receipt of this letter so that the issue may be resolved without further escalation. I am attaching copies of relevant documents (such as receipts, agreements, or previous correspondence) for your reference.

I look forward to your prompt attention to this matter.

Yours sincerely,
[Your Name]