

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

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

Subject: Formal Complaint Regarding Repeated Poor Service Incidents

Dear [Recipient Name],

I am writing to formally address ongoing and repeated incidents of unsatisfactory service that I have recently encountered as a customer of [Company Name]. Despite my previous attempts to communicate my concerns and seek resolution, I regret to inform you that the quality of service has not improved and, in some cases, has further deteriorated.

Specifically, I would like to highlight the following incidents:

1. [Describe Incident 1: Date, nature of the service issue, impact on you as a customer.]
2. [Describe Incident 2: Date, nature of the service issue, impact on you as a customer.]
3. [List further incidents as required.]

These repeated occurrences have caused considerable inconvenience and frustration, undermining my trust and confidence in your company. The lack of timely and effective resolution reflects poorly on your commitment to customer satisfaction.

I ask that you take immediate and decisive action to investigate these matters and implement corrective measures to prevent future incidents. Furthermore, I would appreciate an update regarding the steps your company intends to take to address these concerns and to improve your standard of service.

Please consider this letter a formal record of my dissatisfaction. I hope that you will treat this matter with the seriousness it warrants and respond to my concerns within [reasonable timeframe, e.g., 14 days].

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

Sincerely,
[Your Name]