

Complaint Letter Template for Continuous Unresolved Service Faults

This **complaint letter template for continuous unresolved service faults** provides a structured format to formally address recurring issues with a service that have not been resolved despite previous attempts. It allows the user to clearly articulate the nature of the ongoing problems, express dissatisfaction, and request immediate corrective action from the service provider. The template is designed to promote effective communication, ensuring that the complaint is documented professionally and increases the likelihood of a timely resolution.

Template

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

[Service Provider Name]
[Company Address]
[City, State, ZIP Code]

Subject: **Formal Complaint â€“ Ongoing Unresolved Service Faults**

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

I am writing to formally express my dissatisfaction regarding the continuous and unresolved faults in the service provided by your company. Despite my previous complaints and repeated attempts to have these matters addressed, the issues persist and remain unresolved.

Service details:

Service Account Number: [Account/Reference Number]

Service Type: [Description of Service]

The recurring problems experienced are as follows:

- [Describe fault #1, including dates/times and relevant details]
- [Describe fault #2, including dates/times and relevant details]
- [Add additional issues as necessary]

I have previously reported these issues on the following occasions:

- [Date of complaint #1] â€“ [Brief summary of the response received]
- [Date of complaint #2] â€“ [Brief summary of the response received]
- [Add more as applicable]

Despite these reports, the problems continue without satisfactory resolution.

This ongoing disruption has significantly impacted my ability to [describe how your work/life is affected]. I am disappointed with the lack of effective action and accountability thus far.

I request that you investigate these matters immediately and take corrective action to resolve these faults. I would appreciate a written response outlining the steps you will take and a timeline for resolution.

Should these faults remain unresolved, I will have no alternative but to consider escalating this matter to the relevant regulatory bodies or seek further advice regarding my consumer rights.

I look forward to your prompt response.

Yours faithfully,
[Your Name]