

Formal Complaint Letter Sample Requesting Apology from Company

[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]

Dear [Recipient Name],

I am writing to formally express my disappointment regarding the recent experience I had with [product/service] provided by [Company Name]. On [date of incident], I encountered [describe the specific issue, e.g., a defective product, poor service, etc.], which did not meet the standards I expected from your reputable company.

This situation not only caused inconvenience but also affected my confidence in your company's commitment to quality and customer satisfaction. Despite my previous attempts to resolve the matter through customer service channels (reference previous communications, if any), my concerns have not been adequately addressed.

Given these circumstances, I respectfully request a formal written apology from [Company Name] acknowledging the issue and outlining the measures being implemented to correct such problems in the future. I believe this gesture will go a long way toward restoring my trust and satisfaction as your customer.

I appreciate your prompt attention to this matter and look forward to your response.

Sincerely,
[Your Name]