

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

[Recipient's Name]  
[Recipient's Title/Position]  
[Company/Organization Name]  
[Address]  
[City, State, ZIP Code]

Subject: Formal Complaint â€“ [Brief Description of Issue]

Dear [Recipient's Name],

I am writing to formally lodge a complaint regarding [describe the issue clearly and concisely, e.g., a defective product, poor service, incident, etc.], which I experienced on [date of incident]. Despite previous attempts to resolve this matter through [calls/emails/visits], the issue remains unresolved.

To provide a clear understanding of the problem, I have attached a video file as supporting evidence. The attached video (**[VideoFileName.mp4]**) clearly shows [briefly explain what the video demonstrates, e.g., the defect, the incident, employee behavior, etc.].

I kindly request that you investigate this matter thoroughly and take the necessary steps to address my concerns. I would appreciate it if you could provide me with a written response detailing the actions that will be taken to resolve the issue.

Please confirm receipt of this complaint and the attached video evidence. I look forward to a prompt and satisfactory resolution to this matter.

Sincerely,  
[Your Name]

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**Attachment:** [VideoFileName.mp4]