

Sample Complaint Letter: Lack of Follow-up from Service Team

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

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

Subject: Complaint Regarding Lack of Follow-up from Service Team

Dear [Recipient Name],

I am writing to express my disappointment regarding the lack of follow-up from your service team in response to my recent service request (Reference Number: [Insert Reference Number], submitted on [Date]). Despite my repeated efforts to obtain an update on the status of my request, I have yet to receive any substantive response or resolution.

As a valued customer of [Company Name], I expected timely communication and effective handling of my concerns. The absence of follow-up has not only caused inconvenience but has also undermined my confidence in your customer support process.

Timely updates and transparent communication are essential aspects of quality customer service. I urge your team to address my original request as a matter of priority and to implement measures to prevent similar situations in the future.

I look forward to your prompt response with a resolution to my issue. Should I not hear back within [reasonable time frame, e.g., five business days], I will be compelled to escalate this matter further.

Thank you for your attention to this matter.

Sincerely,
[Your Name]