This sample **business letter for complaint about late delivery** serves as a professional template to effectively communicate dissatisfaction regarding delayed shipment of goods or services. It outlines the key elements such as stating the order details, specifying the delay experienced, expressing the impact on business operations, requesting prompt resolution, and seeking compensation or assurance for future timely deliveries. The letter aims to maintain a formal tone while clearly conveying the urgency and importance of rectifying the delay to preserve customer satisfaction and business relationships.

[Your Company Letterhead]

[Date]

[Recipient Name]
[Recipient Title/Department]
[Company Name]
[Company Address Line 1]
[Company Address Line 2]

Subject: Complaint Regarding Late Delivery of Order #[Order Number]

Dear [Recipient Name],

I am writing on behalf of [Your Company Name] to formally express our dissatisfaction regarding the delayed delivery of our recent order #[Order Number], which was scheduled to arrive on [Original Delivery Date]. To date, we have not received the shipment, and the delay has significantly impacted our business operations.

As previously agreed, timely delivery is critical to our operations and continued partnership. The delay has caused inconvenience and disruption, resulting in [briefly describe the impact, e.g., production holdups, lost sales, customer dissatisfaction, etc.].

We kindly request an immediate update on the status of our order, as well as the action you are taking to expedite its delivery. Furthermore, we expect appropriate compensation for the inconvenience caused or a written assurance that steps have been taken to prevent such occurrences in the future.

Please treat this matter with the utmost urgency. We value our business relationship but expect a reliable and professional service consistent with our agreement.

Looking forward to your prompt response.

Sincerely,

[Your Name]
[Your Position]
[Your Company Name]
[Your Phone Number]
[Your Email Address]