

# Complaint Letter Sample for Unresolved Customer Service Issue

This **complaint letter sample for unresolved customer service issue** provides a clear and concise template to help customers effectively communicate their dissatisfaction when previous attempts to resolve a problem have failed. It emphasizes the importance of detailing the issue, referencing prior interactions, and politely requesting a timely resolution to ensure customer concerns are addressed professionally and promptly.

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

[Customer Service Manager Name]  
[Company Name]  
[Company Address]  
[City, State ZIP Code]

Subject: Follow-up Complaint Regarding Unresolved Customer Service Issue

Dear [Customer Service Manager Name],

I am writing to formally express my dissatisfaction with the way my recent concern has been handled by your customer service team. Despite my previous attempts to seek resolution, the issue remains unresolved.

The problem I experienced is as follows:

[Clearly describe the issue, including relevant details such as product/service details, order/invoice number, dates, and nature of the problem.]

I initially contacted your customer support team on [date of first contact] via [method: phone/email/in-person], and spoke with [representative's name, if available]. Although I was assured that the issue would be resolved promptly, no effective action was taken. I followed up on [date(s) of subsequent contact(s)] but received inadequate responses, and the matter remains unresolved.

I kindly request that you review my case and take immediate steps to resolve this matter. I would appreciate a written response within [reasonable time frame, e.g., 7-10 business days] outlining the actions you intend to take, as well as a resolution to the problem.

Please find copies of all relevant correspondence and documentation attached for your reference.

I look forward to your prompt response. If the issue is not resolved to my satisfaction, I may consider seeking further assistance from consumer protection agencies.

Sincerely,  
[Your Name]