

Sample Complaint Letter with Follow-Up Request

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

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

Subject: Complaint and Follow-Up Request Regarding Poor Service

Dear [Recipient's Name or 'Customer Service Manager'],

I am writing to formally bring to your attention an issue of poor service that I experienced on [date of incident] at [location or branch, if applicable]. I had expected a higher standard of service from your company, based on your reputation and my previous experiences.

Specifically, [briefly describe the issue-e.g., long wait times, unhelpful staff, incorrect order, etc.]. Despite my attempts to resolve the matter at the time, [describe how the situation was not satisfactorily addressed-e.g., no assistance was provided, the mistake was not rectified, etc.].

I am disappointed by this experience and feel my concerns were not acknowledged appropriately. As a valued customer, I believe it is reasonable to expect prompt and courteous service at all times.

I kindly request that you look into this matter and provide a timely resolution. I would appreciate [state specific compensation or action you are seeking, if any, e.g., a refund, replacement, an apology, or assurance that the issue will be addressed]. Please inform me of the steps you will take to prevent similar occurrences in the future.

If I do not receive a response within [reasonable timeframe, e.g., 10 business days], I may need to escalate this issue further. Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,
[Your Name]