

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

[Manager's Name]  
[Company Name]  
[Company Address]  
[City, State, ZIP Code]

Subject: Formal Complaint – Immediate Action Requested for Poor Customer Service

Dear [Manager's Name],

I am writing to formally express my dissatisfaction and concern regarding the poor customer service I have recently experienced with [Company Name]. I expect and deserve a high standard of service as a valued customer, but recent incidents have left me extremely disappointed and compelled to bring these issues to your immediate attention.

The specific instances of unsatisfactory service include:

- **Delays:** [Describe incident(s) involving extended wait times or delayed service without notice or explanation]
- **Lack of Responsiveness:** [Detail occasions where calls, emails, or messages went unanswered or were acknowledged late]
- **Failure to Meet Expectations:** [Explain situations where products/services were not delivered as promised or did not meet the advertised standards]

These ongoing issues have not only caused frustration and inconvenience, but have also diminished my confidence in your company's commitment to customer care. After unsuccessfully seeking assistance through your standard support channels, I feel compelled to escalate this matter.

I kindly request the following actions be taken without delay:

- A comprehensive investigation into the above-mentioned issues
- A prompt response outlining steps to address my concerns and prevent recurrence
- Compensation or a goodwill gesture for the inconvenience caused, if appropriate

Please consider this letter as a formal record of my complaint. I trust your swift intervention will lead to a satisfactory resolution. I look forward to your response within [reasonable time frame, e.g., 7 business days] and am hopeful that my faith in your company can be restored.

Thank you for your immediate attention to this matter.

Sincerely,  
[Your Name]