

# Formal Complaint Letter for Unresolved Service Issue

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

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

## Subject: Formal Complaint Regarding Unresolved Service Issue

Dear [Recipient's Name],

I am writing to formally express my dissatisfaction with the service I have received regarding [briefly describe the product/service and issue, e.g., "internet connection at my residence, account number 123456"]. Despite my repeated efforts to have this issue resolved through your customer support channels, the problem remains unresolved.

On [date(s)], I contacted your customer service department via [phone/email/online form] to report [describe the issue in detail]. I was assured by [name or reference number, if applicable] that the issue would be resolved promptly. However, as of today, the problem persists, and I have not received any satisfactory updates or solutions.

The continued inconvenience has caused significant disruption to my [work/daily routine/other relevant impact]. Enclosed are copies of previous correspondence and any related documentation for your reference.

I kindly request that you take immediate action to resolve this matter. Specifically, I seek [state your desired outcome, e.g., "a prompt repair of the service," "a full refund," "compensation for the inconvenience caused," etc.]. If I do not receive a satisfactory response within [reasonable time frame, e.g., "14 days"], I will be compelled to escalate my complaint to the appropriate consumer protection agencies.

I trust you will treat this matter with the urgency and seriousness it warrants. I look forward to your prompt response.

Sincerely,  
[Your Name]