

Sample Complaint Letter for Poor Customer Service Not Resolved

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

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

Subject: Complaint Regarding Unresolved Poor Customer Service

Dear Sir or Madam,

I am writing to formally express my dissatisfaction with the quality of customer service I have received from your company and to seek immediate resolution to ongoing issues that have, so far, been inadequately addressed.

On [insert date], I contacted your customer support regarding [briefly describe the issue, e.g., a faulty product, incorrect billing, delayed delivery, etc.]. During my initial interaction, I was assured that the problem would be resolved within [expected timeframe]. However, despite multiple follow-ups via [methods used: email, phone calls, etc.], my concerns remain unresolved, and I have not received a satisfactory solution or clear communication about the status of my complaint.

The lack of prompt and effective support has caused me considerable inconvenience and frustration. It is disappointing to experience such inadequate customer service from a company known for its commitment to customer satisfaction. I believe my request was reasonable and should have been handled in a more efficient and professional manner.

I request that you review my complaint and provide a clear plan of action to address and resolve the issue as soon as possible. Please contact me at your earliest convenience at [your phone number/email address] so we may reach a satisfactory resolution.

I trust you will treat this matter with the urgency and seriousness it deserves. Thank you for your attention, and I look forward to hearing from you soon.

Sincerely,
[Your Name]