

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

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

Subject: Formal Complaint about Lack of Support from Customer Service Department

Dear [Recipient Name or "Customer Service Manager"],

I am writing to formally express my disappointment and dissatisfaction with the level of support I have received from your customer service department.

Despite multiple attempts to seek assistance regarding [briefly describe the issue, e.g., a faulty product, a service issue, account concerns], I have encountered ongoing issues such as unresponsiveness and inadequate assistance. My inquiries have often been met with delayed replies, and, in some cases, I have received no response at all. Furthermore, the support provided has failed to resolve my concerns effectively, leaving me frustrated and without a solution.

This lack of support is both unacceptable and contrary to the level of service I expected from [Company Name]. I trust that you value your customers and take such feedback seriously.

I kindly request that immediate and appropriate action is taken to:

- Address my specific concerns as outlined above
- Improve the responsiveness and quality of your customer service team
- Ensure that future inquiries are handled promptly and effectively

I appreciate your attention to this matter and look forward to receiving a prompt response. Please contact me at your earliest convenience to discuss how my concerns can be resolved.

Sincerely,
[Your Name]