

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

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

Subject: Formal Complaint Regarding Delayed Service Not Received

Dear [Service Provider's Name],

I am writing to express my dissatisfaction with the quality of service provided by your company. Despite repeated assurances and promised deadlines, I have not received the [specific service or product] which I ordered on [order date] (Order ID: [insert order/reference number]). The significant delay, combined with a lack of proactive communication, has caused considerable inconvenience.

I was initially informed that the service would be completed/provided by [promised delivery date]. However, as of today, it has not been fulfilled, and I have not been given adequate updates regarding the reasons for this delay or a new estimated completion date.

This experience has not met the professional standards expected from your company. I respectfully request:

- Immediate completion and delivery of the service.
- A clear explanation for the delay and a definite timeline for resolution.
- Appropriate compensation for the inconvenience caused.
- Assurance that steps will be taken to prevent such delays in the future.

I look forward to your prompt response addressing these concerns within [state a reasonable timeframe, e.g., 7 days]. If I do not receive a satisfactory resolution, I will be compelled to escalate this matter through appropriate consumer channels.

Thank you for your immediate attention to this matter.

Sincerely,  
[Your Name]