

Customer Complaint Letter for Order Not Received on Promised Date

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

[Recipient Name]
[Seller/Company Name]
[Company Address]
[City, State, ZIP Code]

Subject: Complaint Regarding Undelivered Order #[Order Number]

Dear [Recipient Name or Customer Service],

I am writing to formally express my disappointment regarding the delayed delivery of my order #[Order Number], which was placed on [Order Date]. According to the original confirmation, I was assured that my order would arrive by [Promised Delivery Date], but I have yet to receive the package.

This delay has caused significant inconvenience, and I am concerned about the lack of update regarding the status of my order. I kindly request that you provide me with information about the reason for the delay and a clear revised delivery date.

I would also appreciate your immediate attention to either expedite the delivery or inform me of alternative solutions, such as a refund or compensation, should the items be unavailable or further delayed.

I look forward to your prompt response and a satisfactory resolution of this matter. Please contact me at your earliest convenience via [Phone/Email].

Thank you for your attention to this issue.

Sincerely,
[Your Name]