

# Customer Complaint Letter Template with Follow-Up Request for No Action Taken

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

[Recipient Name or Customer Service Department]  
[Company Name]  
[Company Address]  
[City, State, ZIP Code]

## Subject: Follow-Up on Unresolved Complaint – Request for Immediate Action

Dear [Recipient Name/Customer Service],

I am writing to follow up on the complaint I submitted on [date of original complaint], regarding [briefly describe the issue, e.g., "the malfunctioning product I received"] or [the unsatisfactory service experience]. Despite my previous correspondence and the details I provided, I have yet to receive a resolution or adequate response.

For your reference, my original complaint (reference number: [if applicable]) described [summarize the complaint/issue]. Since then, I have contacted your company on [list dates and methods of previous communications, e.g., "May 2 by phone, May 7 by email"], but unfortunately, no action has been taken to address my concerns.

I kindly request a prompt response regarding the steps being taken to resolve this matter. If I do not receive a satisfactory response within [reasonable time frame, e.g., "the next 7 business days"], I will have to consider escalating the issue further.

Please let me know how you plan to address this issue and when I can expect a resolution. I look forward to your prompt attention to this matter.

Sincerely,  
[Your Name]