

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

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

Subject: Formal Complaint and Request for Refund Due to Poor Service

Dear [Recipient Name],

I am writing to formally bring to your attention my dissatisfaction with the service I received from [specific service, order number, or account number, if applicable] on [date of service].

Unfortunately, my experience did not meet the standards I expected based on our agreement and the quality promised by your company. Specifically, [describe the issues encountered in detail, e.g., service was delayed, not as described, staff was unprofessional, product was faulty, etc.]. Despite my efforts to resolve the matter directly with your team, the issues have not been adequately addressed.

Given the circumstances and the inconvenience caused, I respectfully request a full refund of [amount, if applicable] for the unsatisfactory service. I believe this is a fair request considering the lack of value received for the amount paid.

Please confirm receipt of this letter and advise me on the next steps for processing my refund. I would appreciate your prompt attention to this matter and hope it can be resolved within [reasonable timeframe, e.g., 14 days] to avoid seeking alternative remedies.

I look forward to your response.

Sincerely,  
[Your Name]