

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

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

Subject: Written Complaint about Delayed Product Delivery and Poor Customer Service

Dear [Recipient's Name or Customer Service Department],

I am writing to formally express my dissatisfaction regarding my recent experience with [Company Name], specifically concerning the significant delay in the delivery of my order (Order Number: [Order Number]), placed on [Order Date]. The product, which was originally promised to be delivered by [Expected Delivery Date], has yet to arrive as of today, [Current Date], causing considerable inconvenience.

Furthermore, throughout this delay, I have attempted to contact your customer service team on several occasions seeking updates and resolution. Unfortunately, my efforts have been met with inadequate responses, delayed replies, and at times, a lack of response altogether. This lack of communication has only exacerbated my frustration and disappointment.

As a customer, I expect timely delivery of purchased products and professional, responsive customer service in the event of issues. The poor handling of my inquiries and the absence of clear information regarding my order status fall short of the standards promised by your company.

I request that you urgently investigate this matter, provide a clear update on my order status, arrange for prompt delivery, and address the shortcomings in your customer service. Additionally, I would appreciate compensation for the inconvenience caused.

I trust that you will treat this matter with the seriousness it deserves and take immediate steps to restore my confidence in your company. I look forward to your prompt response and a swift resolution.

Yours sincerely,
[Your Name]