

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

[Recipient's Name]  
[Recipient's Position]  
[Supplier/Company Name]  
[Supplier Address]  
[City, State, ZIP Code]

Subject: Complaint Regarding Late Delivery and Resolution Proposal

Dear [Recipient's Name],

I am writing on behalf of [Your Company Name] to formally address a matter of concern regarding the delayed delivery of our recent order, [Order/Invoice Number], which was due on [Original Delivery Date] but was only received on [Actual Delivery Date]. This delay has significantly disrupted our business operations and caused inconvenience to our customers.

Timely delivery is a cornerstone of our business relationship with your company. Unfortunately, the late arrival of this shipment has resulted in [briefly specify consequences, e.g., inventory shortages, delayed client deliveries, production stoppages]. Such disruptions undermine our operational effectiveness and challenge the trust we have developed over the years.

In order to resolve this issue and minimize the impact, we propose the following actions:

- Arrange for expedited shipping for our future orders at no additional cost until service reliability is restored.
- Offer appropriate compensation, such as a discount or credit, to offset the losses we have sustained.
- Implement improved order tracking and proactive communication to keep us informed of any potential delays in advance.

We value our ongoing partnership and are confident that with your immediate attention and cooperation, we can overcome this incident and prevent its recurrence. We kindly request a written response within [reasonable timeframe, e.g., 5 business days] outlining the measures you will take.

Thank you for addressing this matter urgently. We look forward to your prompt reply and to continuing our business relationship on a stronger foundation.

Sincerely,  
[Your Name]  
[Your Position]  
[Your Company Name]