

[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: Formal Complaint Regarding No Response to Refund Request

Dear [Recipient Name or Customer Service Department],

I am writing to formally express my dissatisfaction regarding the lack of response and resolution to my recent refund request. I submitted my request on [date of initial refund request], referencing order number [order number or transaction details], and have yet to receive any acknowledgment or update despite my follow-up communications.

This lack of communication and action is both disappointing and unacceptable. As a valued customer, I expect timely and transparent customer service, especially when it concerns the processing of refunds and the honoring of consumer rights. The delay and lack of information have caused me significant inconvenience and frustration.

I urge you to treat this matter with the seriousness it deserves and to provide a prompt response regarding the status of my refund. I trust that you value customer satisfaction and will take immediate steps to resolve this issue and restore my confidence in your company.

Please contact me at your earliest convenience to confirm the progress of my refund request. I look forward to your swift and appropriate action in this matter.

Thank you for your prompt attention.

Sincerely,
[Your Name]