

# Complaint Letter Example: Delayed Customer Service Response

Date: June 22, 2024

To,  
Customer Service Manager  
[Company Name]  
[Company Address]  
[City, State, ZIP]

Subject: Complaint Regarding Delayed Customer Service Response

Dear Sir/Madam,

I am writing to express my disappointment with the delayed response I experienced from your customer service team regarding my recent inquiry.

On **[Date of initial contact]**, I contacted your support team through **[mention channel, e.g., email, phone, contact form]** about **[briefly describe the issue or question]**. According to your company policy and the automated email I received, I was assured a response within **[expected timeframe]**. However, it has now been **[number of days/weeks]** since my initial communication, and I have yet to receive a satisfactory reply or update.

The prolonged delay has not only caused inconvenience but has also affected my trust in your company's commitment to customer satisfaction. Prompt and effective customer service is essential, and I urge you to take this matter seriously to ensure timely support in future interactions.

I kindly request you to address my original inquiry at the earliest and inform me about the steps being taken to prevent such delays for other customers. I look forward to hearing from you soon.

Sincerely,  
[Your Name]  
[Your Contact Information]  
[Order/Account Number, if applicable]