

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

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

Subject: Formal Complaint Regarding Inadequate After-Sales Support

Dear [Recipient's Name],

I am writing to formally express my dissatisfaction regarding the after-sales support I have received following my recent purchase of [product/service name] on [purchase date]. Despite multiple attempts to reach out for assistance, I have experienced unresponsive customer service, delayed resolutions to my concerns, and a general lack of proper assistance.

Since initiating my request for support on [date of first contact], I have encountered significant difficulties in obtaining timely and effective help. My emails and calls often go unanswered, and when I do receive a response, the proposed resolutions are neither adequate nor implemented within a reasonable timeframe. This has caused considerable inconvenience and frustration, undermining my confidence in your company's commitment to its customers.

As a customer, I believe it is reasonable to expect a prompt and satisfactory resolution to any issues that arise after a purchase. Unfortunately, my experience has fallen short of these expectations. The lack of proper after-sales support not only diminishes the value of your product/service but also erodes trust in your brand.

I kindly request immediate action to resolve my outstanding issue(s), and I urge you to review and improve your after-sales support process to better meet customer needs. Specifically, I would appreciate:

- A prompt response and resolution to my current concern(s).
- Clear communication regarding the status and timeline of my case.
- Assurance that measures will be taken to enhance the quality of after-sales support moving forward.

I look forward to your prompt response. Please contact me at your earliest convenience so that we can resolve this matter satisfactorily. I trust you will address my concerns with the seriousness they deserve to restore my confidence in your company.

Yours sincerely,

[Your Name]