

Letter Template: Letter of Complaint for Poor After-Sales Service

A **letter of complaint for poor after-sales service** is a formal document written by a customer to express dissatisfaction with the support or assistance received following a purchase. It typically highlights specific issues such as delayed responses, unhelpful staff, unresolved problems, or lack of follow-up. The letter aims to prompt corrective actions and seek a resolution. For example, a sample letter might begin with a clear statement of the purchase, describe the issue experienced with after-sales service, express disappointment, and politely request a timely resolution or refund to restore customer satisfaction.

Letter of Complaint Template

Your Name

Your Address

City, State, ZIP Code

Email Address

Phone Number

Date

Recipient's Name

Customer Service Department

Company Name

Company Address

City, State, ZIP Code

Dear [Recipient's Name],

I am writing to formally express my dissatisfaction with the after-sales service I received regarding my recent purchase of [product/service name] (Order Number: [order number]), purchased from your store on [purchase date].

Since my purchase, I have encountered the following issues: [Briefly describe the problem with the product/service]. Unfortunately, when I contacted your after-sales service team on [date(s)], I experienced [delayed responses/unhelpful assistance/lack of follow-up/unresolved issues - provide specific details].

I am disappointed by the lack of effective support and prompt action to resolve my concerns. As a valued customer, I expected a higher standard of service from your company.

I kindly request that you address this matter as soon as possible by [state your desired resolution: e.g., providing a repair, replacement, refund, or further assistance]. I would appreciate your prompt response to restore my confidence in your company.

Please contact me at [your phone number/email address], or reply to this letter within [reasonable timeframe] to confirm the actions you will take.

Thank you for your immediate attention to this matter.

Sincerely,

[Your Name]

Sample Letter

Jane Doe

123 Main Street

Springfield, IL 62704

janedoe@email.com

(555) 123-4567

June 8, 2024

Customer Service Manager

XYZ Electronics

456 Market Road

Springfield, IL 62701

Dear Customer Service Manager,

I am writing to formally complain about the poor after-sales service I received following my recent purchase of a Smart TV (Order Number: 789456) from XYZ Electronics on May 15, 2024.

Shortly after installation, the TV began experiencing technical difficulties, including frequent signal loss and a malfunctioning remote. When I reached out to your after-sales service on May 20 and again on May 23, I received delayed replies and unhelpful solutions that did not resolve the issue. No technician was scheduled to inspect the product, and follow-up communication has been lacking.

I am disappointed with the level of support provided, as I expected timely and effective assistance. I respectfully request a prompt resolution-either by arranging a repair appointment or replacing the faulty product. Should a solution not be possible, I would appreciate a full refund.

Please contact me at your earliest convenience at (555) 123-4567 or janedoe@email.com to confirm the proposed course of action.

Thank you for your attention to this matter.

Sincerely,
Jane Doe