

Sample Complaint Letter About Service Not Received

Date: [Insert Date]

To,
[Recipient Name]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Subject: Complaint Regarding Non-Receipt of Service

Dear [Recipient Name],

I am writing to formally bring to your attention my dissatisfaction regarding the non-receipt of the service I purchased from your company on [Order/Purchase Date], order/reference number [Order Number].

As per our agreement, I was supposed to receive [describe the service in detail, e.g., home internet installation, software setup, maintenance visit, etc.] by [agreed date or timeframe]. However, despite repeated attempts to contact your customer service team and multiple assurances from your representatives, the service has not been provided as of today.

This delay has caused significant inconvenience and I am disappointed with the lack of communication and resolution from your side. I kindly request that you take immediate action to either provide the promised service within [reasonable timeframe, e.g., 7 days] or arrange for a full refund/compensation.

Please treat this matter as urgent. I expect a written response at your earliest convenience outlining the steps you will take to resolve this issue. Enclosed are copies of all relevant documents, including the original receipt and previous correspondence for your reference.

I look forward to your prompt attention to this matter. Should I not receive a satisfactory response within [number of days, e.g., 14 days], I will be compelled to escalate this complaint to relevant consumer protection authorities.

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