

Complaint Letter Sample for Delayed Email Response

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

[Company Name]
[Customer Service Department/Recipient's Name]
[Company Address]
[City, State, ZIP Code]

Subject: Complaint Regarding Delayed Response to Email Inquiry

Dear [Recipient's Name/Customer Service Manager],

I am writing to formally express my dissatisfaction with the delayed response to my recent email inquiry, sent on [date of your original email], regarding [briefly state the subject of your inquiry, e.g., my order status, product inquiry, service request, etc.]. Despite my expectations for timely communication, I did not receive a response until [number of days] days later.

The lack of prompt communication has caused inconvenience and has undermined my trust in your company's commitment to customer service. Timely responses are essential for maintaining good customer relationships, and undue delays not only affect the resolution of issues but also impact overall customer satisfaction.

I kindly request that you address this matter and take necessary steps to improve your response times in the future. Efficient and timely communications are crucial, and I trust that you value your customers enough to implement the necessary changes.

Additionally, I would appreciate a prompt resolution to the issue mentioned in my previous email. Please let me know the current status and expected timeline for resolution.

Thank you for your attention to this matter. I look forward to your swift response.

Sincerely,
[Your Name]