

Customer Complaint Letter for Service Issue with Resolution Demand

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

[Recipient Name]
[Company/Service Provider Name]
[Company Address]
[City, State, ZIP Code]

Dear [Recipient Name or "Customer Service"],

I am writing to formally complain about the poor service I received from your company on [date of service]. I am extremely dissatisfied with the quality of the service provided and the manner in which the issue was handled by your staff.

Specifically, [describe the issue in detail: what happened, when and where it occurred, names of any staff involved, and any reference numbers or receipts]. Despite my attempts to resolve the matter by [explain any steps you have already taken, such as phone calls, emails, or follow-up visits], the issue remains unresolved.

This experience has not only caused inconvenience but also resulted in [mention any losses, delays, additional costs, or negative impact]. I expected a much higher standard of service based on your company's reputation.

I kindly request that you [state your desired resolution, e.g. provide a full refund, fix the problem at no additional cost, compensate for damages, or other appropriate remedy]. I would appreciate your prompt attention to this matter and a response within [reasonable time frame, e.g. 10 business days].

Please contact me at your earliest convenience to confirm receipt of this letter and to inform me of the steps you will take to resolve this issue. I look forward to your reply and a satisfactory resolution.

Sincerely,
[Your Name]