

# Formal Complaint Letter for Delayed Service with Refund Request

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

[Service Provider's Name]  
[Company Name]  
[Company Address]  
[City, State, ZIP Code]

Subject: Formal Complaint Regarding Delayed Service and Request for Refund

Dear [Service Provider's Name],

I am writing to formally bring to your attention my dissatisfaction with the recent service experience I have had with [Company Name]. My order/service request for [describe service/product] was placed on [order date] with the understanding that the expected delivery/completion date was [expected date]. Regrettably, the service has been significantly delayed and, as of today, remains incomplete.

This delay has caused considerable inconvenience, including [briefly explain any impacts, e.g., disruption to personal plans, financial loss, etc.]. I have made several attempts to resolve this matter by contacting your customer service team on [date(s)/method], but unfortunately, I have yet to receive a satisfactory update or resolution.

Given the prolonged delay and lack of communication, I formally request a full refund of [amount, if applicable], as originally paid for the service. I believe this is a reasonable and fair resolution in line with your company's stated policies for service delays and customer satisfaction.

I kindly ask that my refund be processed promptly, and I would appreciate written confirmation of this action. Should you require further details or documentation regarding my request, please do not hesitate to contact me at your earliest convenience.

I look forward to your prompt response and a resolution to this matter within [reasonable timeline, e.g., 7 business days].

Thank you for your immediate attention to this matter.

Sincerely,  
[Your Name]