

[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 Poor Service Delivery Time

Dear [Service Provider's Name],

I am writing to formally express my dissatisfaction with the recent experience I have had regarding the delivery time of services provided by your company. I had high expectations based on your reputation; however, the delays I encountered have not only caused significant inconvenience but have also failed to meet the timelines initially promised.

Specifically, I placed an order for [describe the service/product] on [order date], with an agreed delivery date of [expected delivery date]. Unfortunately, the actual delivery did not occur until [actual delivery date], amounting to a delay of [number of days/weeks]. During this period, I received little to no communication regarding the status of my order, which further compounded my frustration and uncertainty.

Timely service delivery is crucial for customer satisfaction and continued business relations. The repeated delays have negatively impacted my confidence in your company and have caused unnecessary disruptions.

I kindly request that you investigate the cause of this delay and inform me of the measures you will implement to prevent such issues from occurring in the future. Additionally, I ask that you provide a suitable resolution to address the inconvenience I have experienced.

I hope to receive a prompt response to this complaint. Please contact me at your earliest convenience at [your phone number] or [your email address]. I look forward to your immediate attention to this matter and to improved service moving forward.

Sincerely,  
[Your Name]