

Sample Complaint Email Mentioning Reference Number

Please find below a template you can use when drafting a complaint email. Remember to replace the placeholders with your actual details.

Subject: Complaint Regarding [Issue] - Reference Number: [Your Reference Number]

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

I am writing to formally raise a complaint regarding [briefly state the issue, e.g., a faulty product/service interruption], which I have previously reported under reference number **[Your Reference Number]**.

Despite my earlier communication on [date of previous contact], the issue remains unresolved. The details of my complaint are as follows:

- **Reference Number:** [Your Reference Number]
- **Date of Incident:** [Date]
- **Issue Description:** [Detailed description of the problem]

I kindly request that you investigate this matter promptly and provide a resolution at your earliest convenience. I expect [state your desired resolution, e.g., a replacement, refund, or service restoration] as soon as possible.

Please keep me updated regarding the progress of my complaint, using the above reference number for all correspondence.

Thank you for your prompt attention to this matter. I trust it will be resolved satisfactorily.

Yours sincerely,
[Your Full Name]
[Your Contact Information]