

Complaint Letter to Customer Service Representative

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

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

Subject: Formal Complaint Regarding [Product/Service]

Dear [Customer Service Representative's Name],

I trust this letter finds you well. I am writing to express my dissatisfaction with the [product/service] I recently received and to address the issues I have encountered.

On [date of purchase or interaction], I experienced the following problems:

1. [Clearly state the first issue, providing details and specific examples.]
2. [Proceed with additional concerns, if applicable, using a numbered list for clarity.]

Despite my efforts to resolve these matters through your assistance, the issues persist, and I have not received the level of service I expected.

I understand that customer service representatives play a crucial role in resolving concerns, and I appreciate your efforts in handling such matters. However, in this instance, I feel compelled to escalate the issue to ensure a satisfactory resolution.

I kindly request your immediate attention to this matter and appreciate your assistance in resolving these concerns promptly.

Thank you for your understanding and cooperation.

Sincerely,

[Your Full Name] [Your Customer ID or Order Number, if applicable] [Your Contact Information]