

Urgent Customer Complaint Escalation

To: [Recipient's Name]

From: [Your Name]

Date: [Current Date]

Subject: Urgent Escalation of Complaint - [Complaint Reference Number]

Dear [Recipient's Name],

I am writing to formally escalate an urgent complaint regarding [brief description of the issue]. This matter has been ongoing since [date of initial complaint], and despite previous communications, it remains unresolved.

The details of the complaint are as follows:

- **Issue:** [Detailed description of the issue]
- **Initial Complaint Date:** [date]
- **Previous Interactions:** [summary of previous interactions, if any]

It is crucial that this matter is addressed immediately due to [reason for urgency, e.g., impact on service, financial implications, etc.]. I kindly request your immediate attention and intervention to resolve this issue at your earliest convenience.

Thank you for your prompt attention to this urgent matter. I look forward to your swift response.

Sincerely,

[Your Name]

[Your Position]

[Your Contact Information]