

Complaint Regarding Cross-Border Transportation Delays

Your Name
Your Address
City, State, ZIP Code
Email Address
Date: [Insert Date]

Customer Service Department
[Company Name]
[Company Address]
[City, State, ZIP Code]

Dear Sir/Madam,

I am writing to formally express my dissatisfaction regarding the significant delays in cross-border transportation that I experienced with your services on [insert date of transportation]. My shipment, with tracking number [insert tracking number], was supposed to arrive by [insert expected delivery date], but it was not delivered until [insert actual delivery date].

The delays have caused considerable inconvenience as I had made necessary arrangements based on the expected delivery schedule. I have tried to resolve this issue by contacting your customer service team but received unsatisfactory responses.

I kindly request a thorough investigation into this delay and an explanation as soon as possible. Additionally, I would appreciate information on how you plan to prevent such occurrences in the future.

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

Sincerely,
[Your Name]