

Client Escalation Notification

Date: [Date]

To: [Client Name]

From: [Your Company Name]

Subject: Escalation Notification - Unresolved Complaint

Dear [Client Name],

We hope this message finds you well. We are reaching out to inform you that, despite our best efforts, your recent complaint regarding [brief description of the complaint] has not yet been resolved.

We understand the importance of addressing your concerns promptly and sincerely apologize for any inconvenience this may have caused you. Your satisfaction is our priority, and to ensure that your issue receives the attention it merits, we are escalating this matter to [Name/Position of Escalation Contact] who will take over and work closely with you to reach a resolution.

Please expect to hear back from [Escalation Contact] by [expected resolution date]. In the meantime, if you have any further questions or require assistance, please don't hesitate to contact us at [contact information].

Thank you for your understanding and patience.

Best regards,

[Your Name]

[Your Position]

[Your Company Name]

[Your Company Contact Information]