

Customer Service Escalation Letter

Date: [Insert Date]

To: [Customer Service Manager's Name]

Company Name

Company Address

City, State, Zip Code

Dear [Customer Service Manager's Name],

I hope this message finds you well. I am writing to formally escalate my previous customer service inquiries regarding [briefly describe the issue or concern, e.g., "my recent order," "a faulty product," etc.]. Despite multiple attempts to resolve this issue with your support team, the matter remains unresolved.

Details of the issue:

- **Order Number:** [Insert Order Number]
- **Date of Purchase:** [Insert Date]
- **Description of Issue:** [Provide a brief description]
- **Previous Correspondence:** [Mention dates/times of prior communication]

I would greatly appreciate your immediate attention to this matter, as it is causing significant inconvenience. Please let me know the next steps I should expect and how this issue will be addressed.

Thank you for your prompt attention to my concerns. I look forward to your swift response.

Sincerely,

[Your Name]

[Your Contact Information]