

Complaint Regarding E-Book Download Difficulties

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

To Whom It May Concern,

I am writing to express my dissatisfaction with the difficulties I have encountered while trying to download e-books from the library's digital collection. Despite several attempts, I have faced persistent technical issues that have prevented me from accessing the materials I need.

On [Insert Dates of Attempts], I attempted to download the following titles: [List Titles]. However, I faced issues including [Describe Issues, e.g., error messages, download failures, etc.].

This experience has not only caused inconvenience but has also hindered my ability to complete my research/readings for [Mention Purpose, e.g., school, work, personal interest]. I kindly request your assistance in resolving these issues so that I may fully utilize the library's e-book offerings.

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

Sincerely,

[Your Name]