

# Customer Service Complaint

**Your Name**

Your Address  
City, State, Zip Code  
Email Address  
Phone Number  
Date

**Customer Service Department**

Company Name  
Company Address  
City, State, Zip Code

Dear Customer Service Manager,

I am writing to formally complain about the unsatisfactory customer service I have received from your team regarding my recent order (Order Number: XXXXX). I placed my order on [Order Date] and was informed that it would be delivered within [Promised Delivery Time]. However, as of today, [Current Date], I have not received my order, nor have I received any updates regarding the delay.

During this time, I attempted to reach out to your customer service team on several occasions, but my inquiries were either ignored or met with vague responses that did not provide any clarity on the situation. This lack of communication has caused me significant frustration and inconvenience.

I kindly request that you look into this matter and provide an update on the status of my order as soon as possible. Additionally, I would appreciate it if you could inform me of the steps you are willing to take to rectify this situation and prevent future delays.

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

Sincerely,  
[Your Name]