

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

Recipient Name
Company Name
Company Address
City, State, Zip Code

Dear [Recipient Name],

I am writing to formally express my dissatisfaction regarding the handling of the recent product recall for [Product Name], which was announced on [Date of Recall].

Despite the seriousness of the situation, I found the communication regarding the recall to be inadequate and lacking in detail. As a concerned customer, I expected clearer instructions on how to proceed with the return process and information on potential health risks associated with the product.

Furthermore, I encountered difficulties reaching your customer service team for assistance, which added to my frustration. Effective communication is crucial during a product recall, and I believe your company fell short in this regard.

I urge you to address these issues promptly and improve your recall communication procedures. I look forward to your response and to seeing improvements in your customer service practices.

Thank you for your attention to this matter.

Sincerely,
[Your Name]