

[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 complain about the unsatisfactory services I have received from [Company Name], particularly regarding [specific issues, e.g., response time, security breaches, equipment failures]. Despite my attempts to resolve these matters through your customer service, the situation remains unaddressed, which has caused me considerable concern.

On [specific date(s)], [describe the incidents and issues in detail, including any previous communication related to your complaints]. I believe it is essential for a security service provider to uphold a reliable and professional standard, which I have not experienced with your company.

I request that you address these issues promptly. I expect a response within [reasonable timeframe, e.g., 14 days] and a plan to rectify the situation. If these matters are not resolved, I may have no option but to escalate my complaint further.

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

Sincerely,  
[Your Name]