

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

Security Company Name  
Company Address  
City, State, Zip Code

Dear [Security Company Representative's Name],

I am writing to formally request a resolution regarding the security services provided at my premises located at [Your Address]. On [incident date], I experienced [describe the issue or incident briefly]. Despite previous communications on this matter, I have yet to receive a satisfactory resolution.

As a loyal customer, I expected better service quality and resolution efforts. I would appreciate your prompt attention to this matter and look forward to hearing back from you. Please let me know a suitable time for us to discuss this further.

Thank you for your understanding.

Sincerely,  
[Your Name]