

# Letter of Concern Regarding Inadequate Customer Follow-Up

Date: [Insert Date]

To: [Recipient's Name]

[Recipient's Title]

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear [Recipient's Name],

I hope this message finds you well. I am writing to express my concern regarding the inadequacies observed in the customer follow-up procedures at [Company Name]. Over the past few months, I have noticed a significant lapse in the timely communication and follow-up with customers, which has had a detrimental impact on customer satisfaction.

It has come to my attention that several inquiries and issues raised by customers have gone unanswered or have taken an excessive amount of time to be addressed. This not only affects the perception of our brand but may also lead to decreased customer loyalty and loss of potential business.

I believe it is imperative that we revisit our customer follow-up protocols and ensure that all customers receive the attention and assistance they deserve. A more systematic approach to addressing customer inquiries could greatly enhance their experience and reinforce their trust in our company.

Thank you for considering this matter seriously. I am looking forward to your prompt response and suggestions on how we can improve our customer follow-up process.

Sincerely,

[Your Name]

[Your Title]

[Your Company]

[Your Contact Information]