

Subject: Feedback on Follow-Up Process

Dear [Customer Service Manager's Name],

I hope this message finds you well. I am writing to express my dissatisfaction with the follow-up process I experienced regarding my recent customer service inquiry.

On [date of initial contact], I reached out to your team concerning [brief description of the issue]. While I appreciate the initial response from your representative, the lack of follow-up has left me feeling undervalued as a customer.

Despite my attempts to follow up on the matter, I have not received any updates or resolutions, which is disappointing considering your company's commitment to excellent customer service. This experience has negatively impacted my perception of your brand.

I believe that timely follow-ups are crucial for customer satisfaction. I would appreciate it if you could look into this matter and provide me with an update at your earliest convenience.

Thank you for your attention to this matter. I hope to hear from you soon.

Sincerely,

[Your Name]

[Your Contact Information]