

Subject: Complaint Regarding Delays in Courier Services

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

Customer Service Department

[Courier Company Name]

[Company Address]

[City, State, Zip Code]

Dear Customer Service Manager,

I am writing to formally express my dissatisfaction with the recent delays I have experienced with your courier services. On [specific date], I scheduled a shipment to be delivered to [destination], and was provided with an estimated delivery date of [original delivery date]. However, it is now [current date], and I have yet to receive my package.

This delay has caused significant inconvenience, as the package contained [brief description of the contents and its importance]. I have reached out to your customer service multiple times and have not received a satisfactory explanation for the delay.

I kindly request immediate attention to this matter and would appreciate regular updates on the status of my shipment. Additionally, I would like to know how your company intends to address this issue to prevent future occurrences.

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

Sincerely,

[Your Name]