

Complaint Regarding Service Refusal

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Your Email Address]

[Your Phone Number]

Customer Service Department

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear Customer Service Manager,

I am writing to formally express my dissatisfaction with the service refusal I experienced during my recent online transaction with [Company Name] on [Transaction Date].

Despite following the outlined procedures for purchasing [Product/Service Name], my order was denied without adequate explanation. This incident has caused significant inconvenience and frustration, as I was counting on [Product/Service Name] for [specific reason].

I request a thorough investigation into this matter and a timely resolution to my complaint. Furthermore, I expect an explanation as to why my service was refused and how you plan to rectify this issue moving forward.

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

Sincerely,

[Your Name]