

Formal Complaint Resolution Request

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Company Name]

[Company Address]

[City, State, Zip Code]

Subject: Formal Complaint Resolution Request

Dear [Customer Service Manager's Name],

I am writing to formally request a resolution regarding a complaint I previously submitted on [date of initial complaint]. My complaint concerns [briefly describe the issue, e.g., defective product, poor service, etc.].

The details of my complaint are as follows:

- Order Number: [Your Order Number]
- Date of Purchase: [Purchase Date]
- Description of the issue: [Provide a detailed description]
- Previous Correspondence: [Reference any previous communication]

I would appreciate your prompt attention to this matter and look forward to your response. My expectation is [state your expectation, e.g., a full refund, replacement, etc.].

Thank you for your cooperation.

Sincerely,

[Your Signature (if sending a hard copy)]

[Your Printed Name]