

Service Delivery Complaint

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Agency Name]

[Agency Address]

[City, State, Zip Code]

Dear [Agency Director's Name],

I am writing to formally express my concerns regarding the service delivery I have received from [Agency Name]. My experience has unfortunately been below the expected standards, and I feel it is important to bring this matter to your attention.

On [specific date(s)], I encountered issues regarding [briefly describe the service or assistance you were seeking and the specific problems you faced, e.g., delays, lack of communication, unsatisfactory assistance]. Despite my attempts to resolve this matter by [mention any steps you took, e.g., contacting staff, visiting the office], I have not received a satisfactory resolution.

It is essential for your agency to provide reliable and effective services, especially for individuals in need. I hope you will take my feedback seriously and address these concerns promptly to improve the services offered.

I appreciate your attention to this matter and look forward to your response.

Sincerely,

[Your Signature (if sending a hard copy)]

[Your Printed Name]