

Escalation Letter for Ongoing Customer Service Complaints

Date: [Insert Date]

To: [Manager's Name]

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear [Manager's Name],

I hope this message finds you well. I am writing to formally escalate my ongoing concerns regarding unsatisfactory customer service that I have experienced with [Company Name].

Despite my previous attempts to resolve these issues through your customer service team, including my contact on [insert dates of previous communications], I have yet to receive a satisfactory resolution regarding [specific issues being faced].

As a loyal customer, I value the relationship I've built with [Company Name] and hope to see it strengthened further. However, I find myself increasingly frustrated with the lack of timely responses and effective solutions to my complaints.

I would appreciate it if you could look into this matter urgently, as it has adversely impacted my experience as a customer. I am hopeful for a prompt response and resolution of this situation.

Thank you for your time and attention to this matter.

Sincerely,

[Your Name]

[Your Address]

[City, State, Zip Code]

[Your Contact Information]

[Your Email Address]