

Complaint Regarding Inadequate Monitoring

Date: [Insert Date]

Your Name: [Your Name]

Your Address: [Your Address]

Your Email: [Your Email]

To: [Security Service Company Name]

Address: [Security Service Company Address]

Dear [Security Service Company Name],

I am writing to formally lodge a complaint regarding the inadequate monitoring services provided by your company at [Location/Property Name]. Despite our contract, I have observed several instances where the security measures that were promised to us have not been upheld.

Specifically, on [insert dates/times], there were noticeable deficiencies in your monitoring process, including:

- Lack of surveillance footage during critical hours.
- Delayed response to alarms.
- Incomplete patrol rounds.

This level of service is unacceptable, as it compromises the safety and security of our premises. We selected [Security Service Company Name] based on your reputation for excellence, which makes this situation even more disappointing.

I request immediate attention to rectify these issues and a detailed response regarding how you intend to improve your monitoring services going forward. Please respond to this letter by [Insert Deadline], so we can resolve this matter promptly.

Thank you for your immediate attention to this serious concern.

Sincerely,

[Your Name]

[Your Position, if applicable]

[Your Contact Number]