

# Complaint Regarding Response Time

Date: [Insert Date]

To: [Security Service Company Name]

Address: [Company Address]

Dear [Manager's Name],

I am writing to formally express my dissatisfaction with the response time of your security services during a recent incident that occurred on [Insert Incident Date].

On this date, I notified your emergency hotline regarding [briefly describe the incident]. Unfortunately, the response was significantly delayed, leading to [briefly describe the consequences of the delay].

As a paying customer, I expect prompt and efficient service, especially in matters concerning safety and security. Unfortunately, this experience has raised serious concerns about the reliability of your service.

I kindly request a detailed explanation regarding the reasons for this delay and what steps you are taking to improve response times in the future.

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

Sincerely,

[Your Name]

[Your Address]

[Your Contact Information]

[Your Email Address]