

Customer Grievance Appeal Letter

Your Name

Your Address
City, State, Zip Code
Email Address
Phone Number
Date

Customer Service Department

Company Name
Company Address
City, State, Zip Code

Subject: Appeal of Grievance

Dear Customer Service Team,

I am writing to formally appeal the resolution provided regarding my grievance submitted on [Original Grievance Date]. My grievance involves [briefly state the nature of the grievance], and I was informed on [Date of Response] that [summarize the resolution provided].

While I appreciate the response, I believe that the resolution is insufficient because [provide reasons for your appeal and any supporting information]. I kindly request that you reconsider my grievance with additional attention to the details I have provided.

I look forward to your prompt response and am hopeful for a positive resolution. Please feel free to contact me at the above phone number or email address if you need any further information.

Thank you for your attention to this matter.

Sincerely,
Your Name