

# Customer Support Escalation

Date: [Insert Date]

To: [Support Manager's Name]

From: [Your Name]

Subject: Escalation of Feedback/Suggestion

Dear [Support Manager's Name],

I hope this message finds you well. I am writing to escalate a concern I have regarding [briefly describe the issue or feedback]. I believe this matter deserves further attention as it has significant implications for our customer experience.

Details of the feedback/suggestion:

- **Issue Description:** [Describe the issue in detail]
- **Customer Impact:** [Explain how it affects customers]
- **Suggested Solution:** [Provide your suggestion]

I appreciate your attention to this matter and look forward to your response on how we can work together to address this issue.

Thank you for your time.

Best regards,

[Your Name]

[Your Position]

[Your Contact Information]