

Customer Support Escalation Letter

Dear [Customer Support Manager's Name],

I hope this message finds you well. I am writing to formally escalate my unresolved complaint regarding [briefly describe the issue, e.g., "the defective product I purchased on [purchase date]"] which has not been adequately addressed despite my previous attempts to seek resolution.

Details of the complaint:

- **Order Number:** [Your Order Number]
- **Date of Purchase:** [Purchase Date]
- **Previous Communication Reference:** [Any relevant reference number or date of prior communication]
- **Nature of Complaint:** [Description of the issue]

As outlined in my previous emails/calls, I have not received satisfactory assistance or a resolution for this issue, as it has been [mention duration of unresolved complaint, e.g., "over two weeks"]. I believe that my situation warrants immediate attention and resolution.

I appreciate the value of customer satisfaction and am hopeful that you can provide a solution at your earliest convenience. Please let me know how we can expedite the resolution process.

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

Sincerely,

[Your Name]

[Your Contact Information]

[Your Address]