

Customer Escalation Justification

Date: [Insert Date]

To: [Recipient's Name]

From: [Your Name]

Subject: Escalation of Communication Breakdown

Dear [Recipient's Name],

I hope this message finds you well. I am writing to formally escalate a concern regarding a recent communication breakdown that has affected our ongoing relationship and project timelines.

Details of the Breakdown:

- **Date of Incident:** [Insert Date]
- **Summary of Communication:** [Briefly describe the communication that took place]
- **Impact on Project:** [Explain how the breakdown has affected the project or relationship]
- **Previous Attempts to Resolve:** [List any prior communications or attempts to address the issue]

I believe it is crucial for us to address this situation promptly to restore effective communication and ensure misalignment is corrected. I would appreciate the opportunity to discuss this matter further and work collaboratively towards a resolution.

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

Sincerely,

[Your Name]

[Your Position]

[Your Company]

[Your Contact Information]