

# Customer Escalation Justification

Date: [Insert Date]

To: [Recipient Name]

From: [Your Name]

Subject: Escalation of Customer Issue - Contractual Obligations

Dear [Recipient Name],

I am writing to formally escalate the ongoing issue we have been experiencing with [Customer Name] concerning their contractual obligations under our agreement dated [Contract Date]. Despite our efforts to resolve this matter amicably, we have not yet reached a satisfactory resolution.

Details of the Issue:

- **Contract Reference:** [Contract Number]
- **Issue Description:** [Brief description of the issue]
- **Date of Initial Contact:** [Date]
- **Previous Communications:** [Brief summary of previous discussions]

We believe this issue requires immediate attention due to its impact on [Explain the impact on the customer or business]. In our view, the terms of our contract clearly stipulate [Quote relevant clauses], which supports our position.

We kindly request your urgent assistance in addressing this matter. We are committed to maintaining a positive relationship with [Customer Name] and meeting our contractual obligations.

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

Sincerely,

[Your Name]

[Your Position]

[Your Company]

[Your Contact Information]