

# Customer Escalation Justification

Date: [Insert Date]

To: [Support Team/Manager's Name]

From: [Your Name]

Subject: Escalation of Support Response Failures

Dear [Support Team/Manager's Name],

I am writing to formally escalate concerns regarding the inadequate support response I have observed during my recent interactions with your team. Despite previous attempts to resolve the issue, the lack of timely and effective communication has led to persistent delays and unresolved issues.

Specific instances include:

- Incident ID: [Insert Incident ID] - Initial request made on [Insert Date], no follow-up received.
- Incident ID: [Insert Incident ID] - Response received on [Insert Date] was not addressing the core issue.
- [Additional incidents as needed]

Given the impact of these unresolved issues on our operations, I kindly request immediate intervention to ensure that my concerns are addressed promptly. I appreciate your attention to this matter and look forward to a resolution.

Thank you for your support.

Sincerely,

[Your Name]

[Your Position]

[Your Company]

[Your Contact Information]