

Service Desk Escalation Framework

Date: [Insert Date]

To: [Customer Name]

From: [Your Company Name] Service Desk

Subject: Escalation of Your Recent Complaint

Dear [Customer Name],

Thank you for reaching out to us regarding your recent experience. We take customer feedback seriously and aim to resolve issues promptly.

We understand that your complaint regarding [briefly describe the complaint] has not yet been resolved to your satisfaction. Your concerns have been escalated to our management team for further review.

We are committed to providing a solution and will keep you updated on the progress. Our team is currently investigating the matter, and you can expect a response by [insert expected resolution date].

Thank you for your patience and understanding. Should you have any further questions or require additional assistance in the meantime, please feel free to contact us at [contact information].

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]