

Customer Concern Escalation

Date: [Insert Date]

[Your Name]

[Your Title]

[Your Company Name]

[Company Address]

[City, State, Zip Code]

Email: [Your Email]

Phone: [Your Phone Number]

To: [Recipient's Name]

[Recipient's Title]

[Recipient's Company Name]

[Company Address]

[City, State, Zip Code]

Dear [Recipient's Name],

I am writing to formally escalate a critical concern raised by one of our valued customers, [Customer Name], regarding [briefly describe the issue].

Despite previous attempts to resolve this matter through [mention any prior steps taken], the issue remains unresolved and is causing significant impact on [mention any effects the issue has caused].

We believe it is essential to address this issue urgently to restore customer satisfaction and maintain [Company's Name] reputation. I kindly request your immediate attention to this matter and would appreciate your guidance on the next steps we should take.

Thank you for your prompt attention to this urgent concern. I look forward to your reply at your earliest convenience.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]