

Urgent Escalation of Customer Complaint

Date: [Insert Date]

To: [Manager's Name]

From: [Your Name]

Subject: Urgent Escalation of Customer Complaint - [Customer's Name/ID]

Dear [Manager's Name],

I am writing to formally escalate an urgent complaint received from our customer, [Customer's Name], regarding [brief description of the issue]. Despite our previous efforts to resolve this matter, the customer remains dissatisfied. The details are as follows:

- **Customer Name:** [Customer's Name]
- **Account ID:** [Account ID]
- **Issue Description:** [Description of the issue]
- **Date of Initial Complaint:** [Initial Complaint Date]
- **Previous Correspondence:** [Summary of previous attempts to resolve the issue]

Given the urgency of this matter, I kindly request your immediate attention to ensure a prompt resolution. Please let me know how you would like to proceed or if any further information is needed from my side.

Thank you for your attention to this pressing issue. I look forward to your swift response.

Best regards,

[Your Name]

[Your Position]

[Your Contact Information]