

Formal Complaint Regarding Poor Customer Support

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Your Email Address]

[Your Phone Number]

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear [Recipient's Name/ Customer Service Manager],

I am writing to formally express my dissatisfaction with the customer support I have received from [Company Name] on [specific date or dates]. Despite my repeated attempts to resolve my issue regarding [brief description of the issue], I have experienced [describe the poor service, e.g., long wait times, unhelpful responses, lack of follow-up].

This experience has been frustrating and has not met the standards I expected from your company. I believe that customer support plays a crucial role in service delivery, and in this instance, it has failed to uphold the quality your company is known for.

I would appreciate a prompt response to my complaint and a resolution to the issue I have raised. I hope that this matter will be addressed appropriately to prevent similar experiences for other customers in the future.

Thank you for your attention to this matter. I look forward to hearing back from you soon.

Sincerely,

[Your Name]