

Service Complaint Concerning Service Level Agreements

[Your Name]

[Your Address]

[City, State, Zip Code]

[Your Email Address]

[Your Phone Number]

[Date]

[Recipient Name]

[Recipient Title]

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear [Recipient Name],

I am writing to formally express my dissatisfaction regarding the recent services rendered under our Service Level Agreement (SLA) dated [insert SLA date]. It has come to my attention that the agreed-upon service levels have not been upheld, specifically regarding [briefly describe the service issues].

According to the SLA, [cite specific clauses or terms relevant to the complaint]. However, my recent experiences have demonstrated deviations from these commitments, including [provide specific examples or incidents]. This not only affects our operations but has also resulted in [explain any impacts experienced].

I request that you investigate this matter promptly and provide an explanation of the circumstances leading to these service shortfalls. I also seek assurance that corrective measures will be implemented to prevent future occurrences.

I look forward to your prompt response to this matter by [a specific deadline you wish to set]. Thank you for your attention to this issue.

Sincerely,

[Your Name]

[Your Position, if applicable]

[Your Company Name, if applicable]