

Your Name
Your Address
City, State, Zip Code
Email Address
Phone Number
Date

Customer Service Department
Company Name
Company Address
City, State, Zip Code

Dear Customer Service Manager,

I hope this message finds you well. I am writing to formally appeal the feedback I provided regarding my recent experience with your service on [date].

While I appreciate the promptness of your team, I felt that my concerns about [specific issue] were not adequately addressed. The resolution offered did not meet my expectations based on earlier interactions, and I believe a further review of my case is warranted.

I would appreciate the opportunity to discuss this matter with you further and hopefully come to a satisfactory resolution. I value your company's commitment to customer satisfaction and am hopeful for a positive outcome.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,
[Your Name]