

Your Name

Your Address

City, State, Zip Code

Email Address

Phone Number

Date

Recipient's Name

Company's Name

Company's Address

City, State, Zip Code

Subject: Formal Complaint Regarding Inadequate Service Response Times

Dear [Recipient's Name],

I am writing to formally express my concerns regarding the inadequate response times I have experienced with your service. On [specific date], I reached out for assistance with [brief description of the issue], and I have yet to receive a satisfactory response.

According to the service agreement, I was expecting a response within [expected time frame], but it has now been [actual time passed] without any resolution. This delay is not only frustrating but has also caused [brief explanation of the impact of the delay].

I request that you address this issue promptly and provide me with an update regarding the status of my case. I believe that timely communication is crucial for maintaining customer satisfaction and trust.

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

Sincerely,

[Your Name]