

Formal Complaint Regarding Poor Service

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

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

Dear Customer Service Manager,

I am writing to formally complain about the poor service I have received as a customer of [Telecommunications Company Name]. Despite my continued efforts to resolve the issues, the level of service has not improved.

On [specific date], I experienced [describe the specific service issue]. I have contacted your customer support multiple times, but my concerns remain unaddressed. The reference number for my previous complaint is [reference number].

The lack of reliable service has significantly impacted my [mention the impact, e.g., work, personal matters], and I feel that as a loyal customer, my concerns have not been taken seriously. I expected a much higher standard of service from your company.

I request that immediate action be taken to resolve this matter. I look forward to your prompt response to my complaint.

Thank you for your attention to this matter.

Sincerely,
[Your Name]