

Formal Complaint Regarding Poor Customer Support

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear Customer Support Manager,

I am writing to formally express my dissatisfaction regarding the poor customer support I have received while attempting to resolve ongoing issues with my internet service. My account number is [Insert Account Number].

Numerous attempts to contact your support team since [Insert Date of First Contact] have resulted in long wait times, unhelpful responses, and, on several occasions, no follow-up at all. I expected a much higher standard of service, especially given the regular payments I make for the service.

This lack of support has caused significant inconvenience and disruption to my daily activities, and I urge you to take this matter seriously. I would appreciate a prompt resolution to my internet issues and a response regarding how you intend to improve customer support in the future.

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

Sincerely,

[Your Name]