

Formal Complaint Regarding Lost Shipment

[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]

Dear [Recipient's Name],

I am writing to formally express my dissatisfaction regarding the loss of my shipment (Tracking Number: [Your Tracking Number]) that was scheduled to arrive on [Expected Delivery Date].

Despite my repeated inquiries, the situation has not been resolved to my satisfaction, and I have not received any clear communication regarding the status of my shipment.

The inadequate responses I have received from your customer service team are concerning, as they do not adequately address my issue or offer a suitable solution. I expect a prompt investigation into this matter and a resolution that reflects your company's commitment to customer satisfaction.

For your reference, I have attached copies of all related correspondence and documentation concerning this shipment.

I hope to hear from you soon with a satisfactory resolution to this issue. Thank you for your attention to this matter.

Sincerely,

[Your Name]