

# Formal Complaint Regarding Unresponsive Customer Service

**Your Name**

Your Address

City, State, ZIP Code

Email Address

Phone Number

Date: [Insert Date]

**Customer Service Manager**

[Bus Company Name]

[Bus Company Address]

[City, State, ZIP Code]

Dear Customer Service Manager,

I am writing to formally express my dissatisfaction with the unresponsive customer service I have experienced regarding ongoing issues with your bus services. On [Insert Date], I contacted your customer service department via [Insert Contact Method] to report [briefly describe the issue]. Unfortunately, despite my attempts to follow up, I have not received any feedback or resolution.

This lack of response is unacceptable and has caused considerable inconvenience. I trust that your company values its customers and would appreciate timely communication regarding issues affecting service.

Please respond to this complaint at your earliest convenience, outlining how you intend to address these concerns. You can reach me at [Insert Phone Number] or via email at [Insert Email Address].

Thank you for addressing this matter promptly.

Sincerely,

[Your Name]