

Formal Complaint Regarding Lack of Updates During Prolonged Outages

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Recipient's Name]

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear [Recipient's Name],

I am writing to formally express my concern regarding the consistent lack of communication and updates during the recent outages that have affected our services for an extended period. As a loyal customer of [Company Name], I find the absence of timely information to be unacceptable.

The prolonged outages have not only disrupted our daily operations but have also caused significant frustration among the users relying on your services. In times of uncertainty, clear and consistent communication is essential, and the lack thereof has been disheartening.

I kindly request a detailed explanation of the issues leading to these outages and the measures being implemented to prevent such occurrences in the future. Additionally, I urge you to improve your communication strategies to keep your customers informed in a timely manner during such incidents.

Thank you for addressing my concerns. I look forward to your prompt response.

Sincerely,

[Your Name]