

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

Recipient's Name
Company Name
Company Address
City, State, Zip Code

Dear [Recipient's Name],

I am writing to formally complain regarding a transaction completed on [Transaction Date] for [Item(s) Description] that I have yet to receive. My order number is [Order Number]. Despite the assurance of delivery by the estimated date of [Estimated Delivery Date], I have not received my items.

As I have attempted to resolve this matter via email/phone on multiple occasions, I find it necessary to submit this formal complaint. I would appreciate your prompt attention to this issue and request that you provide me with an update regarding the status of my order.

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

Sincerely,
[Your Name]