

Formal Complaint Regarding Unreliable Customer Support

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Recipient Name]

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear [Recipient Name],

I am writing to formally express my dissatisfaction with the customer support I have received from [Company Name]. On multiple occasions, I have sought assistance regarding [briefly describe the issue], and the responses I received were both unreliable and unsatisfactory.

On [insert specific dates], I contacted your support team and was assured that [describe the promise or information provided]. However, [explain what went wrong or how the promise was not fulfilled]. This has caused [describe any inconvenience or issue caused].

As a loyal customer, I expected a higher level of service and support from your team. I kindly request that you address this matter urgently and provide a resolution to the issues I have raised. Furthermore, I would appreciate an explanation of how your team intends to improve the quality of customer support.

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

Sincerely,

[Your Name]