

Formal Complaint Regarding Delayed Customer Support Responses

Your Name
Your Address
City, State, Zip Code
Email Address
Phone Number
Date: [Insert Date]

Customer Service Manager
Company Name
Company Address
City, State, Zip Code

Dear Customer Service Manager,

I am writing to formally express my dissatisfaction with the delayed responses I have experienced from your customer support team. My initial inquiry was submitted on [Insert Date], and despite multiple follow-ups, I have yet to receive a satisfactory reply.

The reference number for my case is [Insert Reference Number]. The lack of timely communication has caused considerable frustration and has impacted my ability to resolve the issues I am facing with your product/service.

I kindly request that you investigate this matter and provide me with a response by [Insert Deadline]. I hope to continue my business with your company; however, timely support is crucial for me to feel confident in your services.

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

Sincerely,
[Your Name]