

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Recipient's Name]

[Company's Name]

[Company's Address]

[City, State, Zip Code]

## **Subject: Formal Complaint Regarding Equipment Malfunction**

Dear [Recipient's Name],

I am writing to formally lodge a complaint regarding ongoing equipment malfunctions that have significantly affected our service. Despite previous communications about these issues, the situation remains unresolved and continues to disrupt our operations.

The specific equipment in question is [describe the equipment], and the malfunction has been occurring since [date malfunction began]. The issues include [describe the issues briefly]. This has led to [explain how it affects your service, e.g., delays, loss of customers, etc.].

I urge you to address this matter urgently as it is impacting not only our productivity but also our customer satisfaction. I expect a prompt response outlining how you plan to resolve this issue.

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

Sincerely,

[Your Name]

[Your Title/Position, if applicable]

[Your Company Name, if applicable]