

Formal Complaint Letter

Date: [Insert Date]

To,

[Customer Service Manager's Name]

[Internet Provider Company Name]

[Company Address]

[City, State, Zip Code]

Dear [Customer Service Manager's Name],

I am writing to formally express my disappointment with the customer support services provided by [Internet Provider Company Name]. I have been a loyal customer since [Insert Duration], and I have encountered multiple issues that have yet to be resolved.

On [Insert Date(s)], I reached out to your support team regarding [briefly describe the issue]. Unfortunately, my experience was unsatisfactory due to [describe specifics of poor support, e.g., long wait times, unhelpful agents, unresolved issues].

The lack of effective communication and resolution has caused significant inconvenience for me, particularly as [mention any specific impact, such as disruption to work or personal activities]. I expected a higher standard of service based on your company's reputation, and I am disappointed to find that this has not been met.

As a resolution, I kindly request that my issue be escalated and addressed promptly. I would appreciate it if you could provide me with an update within [insert a timeframe, e.g., 7 working days].

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

Sincerely,

[Your Name]

[Your Address]

[City, State, Zip Code]

[Your Email Address]

[Your Phone Number]