

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

Dear [Recipient's Name or "Customer Service Department"],

Subject: Formal Complaint Regarding [Brief Description of the Issue]

I am writing to formally express my dissatisfaction with [specific issue or experience] that I encountered on [date]. Despite previous attempts to resolve this matter, I feel it is necessary to escalate my concerns to headquarters.

[Provide a detailed description of the issue, including any relevant facts, dates, and interactions with customer service representatives. Explain how this has affected you.]

I trust that your organization values customer satisfaction and will take the necessary steps to address my concerns. I would appreciate a prompt response regarding how you plan to resolve this issue.

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

Sincerely,

[Your Name]
[Your Job Title, if applicable]
[Your Account/Order Number, if applicable]