

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

Dear IT Support Team,

I hope this message finds you well. I am writing to provide feedback regarding the recent IT support I received on [specific date or incident].

Firstly, I would like to express my appreciation for the prompt response to my request. The support team was quick to acknowledge my issue and set up a time for troubleshooting.

During the support session, [specific technician's name] was very knowledgeable and guided me through the process efficiently. I particularly appreciated [mention specific positive aspect, e.g., clarity of explanations, patience, follow-up, etc.].

However, there were a couple of areas that might benefit from improvement. [Mention any specific issues or suggestions, e.g., longer working hours for support, quicker ticket resolution times, etc.].

Overall, my experience was positive, and I am grateful for the assistance provided. Thank you for your commitment to ensuring that our IT needs are met.

Best regards,

[Your Name]
[Your Job Title]
[Your Department/Team]