

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

[Courier Company Name]
[Customer Service Department]
[Courier Company Address]
[City, State, Zip Code]

Subject: Complaint Regarding Courier Service

Dear [Customer Service Manager's Name],

I hope this letter finds you well. I am writing to formally address an issue I experienced with your courier service on [date of incident].

Details of the Issue:

- Tracking Number: [Your Tracking Number]
- Date of Shipment: [Date of Shipment]
- Description of the Problem: [Briefly describe the issue, e.g., delayed delivery, damaged package, lost package, etc.]

I expected a prompt resolution to this matter, as your service is typically reliable. However, I have not received any satisfactory response despite my previous attempts to contact customer support.

I kindly request that you look into this issue and provide a resolution within [mention a specific timeframe, e.g., "the next 7 business days"].

Thank you for your attention to this matter. I hope to hear from you soon regarding the resolution.

Sincerely,

[Your Signature (if sending a hard copy)]
[Your Printed Name]