

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

[Recipient's Name]
[Recipient's Position]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Dear [Recipient's Name],

Subject: Formal Complaint Regarding XDR Service

I am writing to formally express my dissatisfaction with the XDR service provided by your company. On [date of service], I encountered multiple issues, including [briefly describe the issues you faced, such as slow response times, incomplete data protection, etc.].

Despite my efforts to resolve these issues through customer support on [date(s) you contacted support], I have not received a satisfactory resolution. [Mention any reference numbers or case IDs, if applicable].

I believe it is essential for your company to address these concerns promptly, as they significantly impact my [business/operations/security].

I request that you investigate this matter and provide a response outlining the steps that will be taken to rectify the situation.

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

Sincerely,

[Your Name]
[Your Job Title, if applicable]
[Your Company Name, if applicable]