

Formal Follow Up Complaint Letter to Customer Service

Subject: Follow-Up on Previous Complaint Regarding Faulty Product

Dear Customer Service Team,

I hope this message finds you well. I am writing to follow up on my previous complaint dated September 20th regarding the defective washing machine I purchased from your store (Order #A12345). I have not yet received an update or resolution, and the issue continues to cause inconvenience to my household.

As mentioned in my initial complaint, the appliance stopped functioning within two weeks of purchase despite following all the user guidelines. Your customer support representative assured me that a technician would be sent within five business days, but no one has contacted me so far. I kindly request an immediate update on the status of my complaint and an estimated timeline for resolving this issue. I trust your company values customer satisfaction and will take the necessary steps to address my concern promptly.

Thank you for your attention. I look forward to your swift response.

Sincerely,

[Your Full Name]

[Your Contact Information]

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