

Strongly Worded Follow Up Letter to a Company

Subject: Urgent Follow-Up on Unresolved Complaint – Immediate Action Required

Dear [Customer Relations Officer],

This letter serves as a second reminder regarding my complaint filed on September 15th about the defective mobile phone delivered to me. Despite several emails and calls, I have not received any concrete response or resolution from your team.

This lack of communication and action is unacceptable, especially from a reputed company such as yours. I expect this issue to be addressed within three working days, failing which I may be compelled to escalate the matter further through consumer protection channels.

Please confirm receipt of this letter and provide an immediate update on the steps being taken.

Regards,

[Your Full Name]

[Order Number]

[Contact Information]

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