

Poor service quality complaint

Subject: Service Quality Complaint - Account #[Account Number]

Hi [Service Provider Name],

I'm reaching out because I've been really frustrated with the level of service I've been receiving lately, and I wanted to give you a chance to make things right before I consider switching providers.

Here's what's been happening: [specific service issues with dates and details]. I've been a customer for [duration] and this is definitely not the quality I'm used to or that I'm paying for.

I've tried calling customer service multiple times ([dates of calls]) but haven't gotten anywhere. The representatives were polite but couldn't actually resolve my issues, and I've had to repeat my story every single time.

What I'm looking for is pretty straightforward:

- A real fix for the ongoing service problems
- Some kind of credit or compensation for the disruption I've experienced
- Assurance that this won't keep happening

I actually like your company and would prefer to stay, but I need to see that you're taking this seriously. I've been comparing other providers and there are some attractive alternatives out there.

Can someone from your team reach out to me within the next few days to discuss how we can resolve this? I'm available at [phone number] or you can reply to this email.

Thanks for your time and I hope we can work this out.

[Your Name]

[Account Number]

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