

# Follow Up Complaint Letter

Subject: Follow-Up Complaint regarding [Issue/Incident]

Dear [Recipient's Name],

I hope this letter finds you well. I am writing this letter as a follow-up to my previous complaint letter dated [Date of Initial Complaint Letter], which detailed my concerns about [Issue/Incident]. Despite my earlier correspondence, I have not received a satisfactory resolution or acknowledgment of my complaint, and I feel compelled to bring this matter to your attention once again.

To recap, [Briefly describe the issue/incident and the specific details of your previous complaint]. I believe that the handling of this matter has been unsatisfactory, and it has caused me significant inconvenience, frustration, and dissatisfaction as a customer/recipient of your services.

Since my initial complaint, I have taken the liberty of making additional attempts to rectify the situation by [Briefly mention any follow-up actions you have taken, such as contacting customer service or visiting the store/branch]. However, these efforts have yielded no tangible results or meaningful assistance in resolving the matter.

I must emphasize that my expectations are reasonable, and I believe that as a customer, I deserve a fair and prompt resolution to my complaint. I trust that [Company/Organization Name] places a high value on customer satisfaction and takes complaints seriously. Therefore, I kindly request that you look into this matter urgently and provide me with a detailed response addressing each of the concerns raised in my initial complaint.

In your response, I would appreciate:

1. A clear acknowledgement of my complaint, recognizing the specifics of the issue/incident.
2. A thorough investigation into the matter, including any relevant documentation or evidence that supports your findings.
3. An explanation for the delays and any inconveniences caused thus far.
4. A proposed resolution or course of action to rectify the situation promptly.
5. Assurance that appropriate measures will be taken to prevent similar issues from recurring in the

future.

I expect a response to this follow-up complaint letter within [reasonable timeframe, e.g., 10 business days] from the date of this letter. Should I not receive a satisfactory response or encounter further delays, I regret to inform you that I will be left with no choice but to escalate this matter further by seeking assistance from relevant consumer protection agencies or pursuing legal remedies.

I hope that it does not come to that, and we can resolve this matter amicably. I firmly believe in maintaining a positive and mutually beneficial relationship with your esteemed organization.

Therefore, I trust that you will take immediate action to address my concerns and provide a fair resolution.

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

Yours sincerely,

[Your Name]