

{Salutation} {First Name} {Last Name}
{Position}
{Company}
{Address 1}
{Address 2}
{Town/City}, {County} {Postcode}

{#Date}

Dear {Salutation} {Last Name}

Recently I contacted your office in order to {#Request#}. I was assured that someone would contact me in a few days to apprise me of the situation. After two weeks had passed without any reply, I tried again, with the same result; no return call or letter. This has put our relationship on very tenuous ground after {#Number of years#} years of doing business together.

Please reply as soon as you receive this letter. I know you do not condone poor business practices, and I'm sure this situation can be easily corrected. Thank you for your personal attention to this matter.

Yours sincerely,

{#Username}
{#Company}