[Company Name]  
[Address, City, STATE, Zip]  
[Website]  
[Contact]

To

[The Recipient]

The purpose of writing this letter is to complain about the poor delivery system of your company. I have been sending things from your courier service, but I am facing this issue for the last two months. On Monday 12 September 20XX I had delivered a package via [X] services and handed over to one of the workers there. I am so much worried and stressed regarding your poor services as one and half month has been passed but the package has not been delivered to the concerned person. I emailed the concerned authorities many times, but I was not answered even a single email. Not only this I had also called many times in your head office, but I was not responded satisfactorily. So, the last option left for me was to send this concern letter to you.

As I am not responded satisfactorily it means that the package has lost by your employees. I have also signed the receipt and details and have attached it along with this letter so you may have look at them.

I want you to ponder over this matter as the item was very costly and I had sent it to my customers in Hampshire. I want to know now that either the package has to be delivered or it has been lost. If it has been lost, then I want you to return the money or make some other arrangements regarding it. Your courier service was one of the best services in the city and I was your regular customer. These kinds of incidents can damage the reputation of your company that you have established after a lot of hard work. I request you to examine the matter within a week and respond. I would be thankful to you for investigating the matter. Waiting for the answer to this letter!

Regards,  
[Adam Bede]