Date:

To

[The Recipients]  
[Address]

Dear Ms. Martha,

I am writing this letter to lodge my complaint against the unfulfilled promised delivery, by your company ABC Limited, of the parcel on 5th August 20XX.

As per our contract, you were supposed to send us the parcel on the specified date. Although you updated us of the delivery status, when you made the dispatch, however, we have not received the parcel till 8th August 20XX. This has halted our complete production process, as the parcel had the new part for repairing our machinery. Resultantly, there has been delayed product deliveries to our customers. We have also lost few contracts as well, due to the insufficient capacity, because of the pending production of our old projects.

We are highly disappointed in your company. We believed that you would understand the adverse consequences of any delays on our production and business. However, nobody has taken any action, even after we tried to contact your delivery department on phone. We are attaching the call record with this letter. This has forced us to file this written complaint, which might affect our future relationship with your company as well.

We expect you to arrange the delivery of our parcel as soon as possible. We will wait till 11th August 20XX, for the parcel as well as your explanation behind the irresponsible behavior. After that, we will be forced to take some legal action.

We hope you will resolve our complaint soon.

Thank you.

Regards,

John Wilson.