

Smith Consultants  
4500 Industry Way  
San Bernardino, CA 92407

August 29, 2011

Silicon Valley Software  
Customer Service Department  
9000 Microchip Ave.  
San Bernardino, CA 92407

To Whom It May Concern:

*good intro!* short + to the point,

This letter is to inform your department about several problems that Smith Consultants has experienced since we implemented your customer service database software. The functions and benefits of Silicon Valley Software have fallen short of what was promised by your company. We would very much like to continue our business relationship if the following issues can be resolved in a timely manner.

*good! that's the perfect position to lead off a complaint letter*

First and foremost, our tech department has tried several times to resolve these issues over the phone, but it has been reported that their calls frequently go unreturned. In addition, the expected calls we do receive are often returned several hours later, and the time we spend waiting for phone calls has seriously impacted our productivity.

Second, there is fundamental disagreement between our hardware department and your software department. Our records indicate that your software assistance personnel believe the performance issues we are experiencing are the result of problems with our hardware, not your software. However, the diagnostic tests we have run on our hardware confirm that there are no damaged components within our hardware system. I would like to request an immediate meeting between both Smith Consultants' and Silicon Valley Software's technical diagnostic teams to resolve this dispute promptly.

Third, our usual monthly 4-hour training sessions have not been scheduled for the past three months. We value these training sessions, as they allow us to self-diagnose most problems, reducing our heavy dependence on technical support. We have tried to contact your training department regarding this scheduling difficulty, but our seven phone calls have gone unreturned.

*too flexible about how*

Finally, Smith Consultants has come to the decision that if the aforementioned issues cannot be resolved within the next 60 days, we will terminate your service as well as our automatic monthly payments to Silicon Valley Software, leaving the remaining 30% balance unpaid. Any vendor who fails to meet the expectations of its partners would expect similar treatment. Needless to say, this action is a last resort and we wish to resolve these difficulties in a professional and timely fashion.

*good positive, motivating*

*terrible*

Please contact our customer service department as soon as possible. You may reach any one of our representatives at (909) 555-3456 and by email at [smithconsultants.help@gmail.com](mailto:smithconsultants.help@gmail.com).

Sincerely,

*Rachel Franklin*

Rachel Franklin  
Smith Consultants

*Excellent complaint letter. Clear well with, or point.*

*not needed to be said*

*good!*

*good!*