

Complaint Letter to Business Partner

Alice Turner

Chief Operating Officer

Bright Solutions Ltd.

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David Johnson

Director of Operations

Tech Innovations Inc.

123 Elm Avenue

Riverdale, CA 90001

Dear Mr. Johnson,

Subject: Formal Complaint Regarding Delayed Deliveries

I hope this letter finds you well. I am writing to formally address a serious concern regarding the delayed deliveries of essential components from Tech Innovations Inc. to Bright Solutions Ltd. As partners, it is essential for us to maintain clear communication and resolve any issues promptly to continue our successful collaboration.

The details of my complaint are as follows:

- 1. Nature of the Complaint:** Since June 2024, we have experienced multiple delays in the delivery of critical components required for our manufacturing process. These delays have occurred on several occasions, specifically on June

15, June 29, July 10, and July 25, 2024. The delays have ranged from 3 to 10 days beyond the agreed delivery dates.

2. **Previous Attempts to Resolve:** I have communicated these concerns to your logistics team on three separate occasions: June 18, July 1, and July 13, 2024. Each time, I was assured that the issues would be addressed and that future deliveries would be on schedule. However, the problem persists.
3. **Impact of the Issue:** The ongoing delays have significantly impacted our production schedules, resulting in missed deadlines and dissatisfaction among our clients. This has not only affected our revenue but has also strained our relationship with key customers. Additionally, our reputation for reliability is at risk due to these recurrent issues.
4. **Desired Outcome:** I would like to request a thorough review of your logistics and delivery processes to identify and resolve the root causes of these delays. Additionally, I expect a clear action plan to ensure timely deliveries in the future. Regular updates on the progress of these measures would be appreciated to maintain transparency and accountability.

I believe that addressing this matter promptly and effectively is in the best interest of both our companies. I am hopeful that we can work together to find a satisfactory resolution.

I would appreciate a response to this letter within 10 business days to discuss the next steps. I am available for a meeting at your earliest convenience to provide any further information or clarification needed.

Thank you for your attention to this matter. I look forward to your prompt response and a positive resolution.

Sincerely,

Alice Turner

Chief Operating Officer