
Letter of Complaint to Management

Michael Johnson

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August 8, 2024

Emily Roberts

Operations Manager

ABC Solutions

123 Elm Avenue

Riverdale, CA 90001

Dear Ms. Roberts,

Subject: Formal Complaint Regarding Unresolved IT Issues

I hope this letter finds you well. I am writing to formally express my concerns and lodge a complaint regarding the persistent IT issues we have been experiencing in our office at ABC Solutions. Despite previous attempts to resolve this matter informally, the issues remain unresolved and continue to cause significant inconvenience and disruption to our work.

The details of my complaint are as follows:

1. **Nature of the Complaint:** Since July 1, 2024, there have been recurring problems with our office's internet connectivity and computer systems. The network frequently drops, and several employees, including myself, have

experienced computer crashes and software malfunctions that hinder our ability to perform our tasks efficiently.

2. **Previous Attempts to Resolve:** I have reported these issues to the IT department on multiple occasions: on July 3, July 10, and July 17, 2024. Each time, temporary solutions were applied, but the problems reoccur within days. Additionally, I have spoken directly with the IT supervisor, Mr. David Clark, on July 20, 2024, but there has been no lasting resolution.
3. **Impact of the Issue:** The ongoing IT issues have significantly impacted my productivity and that of my colleagues. We have experienced delays in project completions, missed deadlines, and overall frustration due to the unreliable technology. This situation is affecting the quality of our work and the satisfaction of our clients.
4. **Desired Outcome:** I would like to request a comprehensive review and overhaul of our IT infrastructure to identify and resolve the root causes of these issues. If necessary, I suggest bringing in external IT consultants to provide a thorough assessment and permanent solutions. Additionally, I would appreciate regular updates on the progress of these efforts to ensure transparency and accountability.

I believe that addressing this matter promptly and effectively is in the best interest of both myself and the company. 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,



Michael Johnson