Karen Luther  
Customer Services Manager  
MNO Couriers  
Brown Street  
New York

Dear Mr. Luther,

This is to draw your attention to the unsatisfactory courier service by your company. I handed over the packet with reference number ABC 12345 on March 19, 2013 at your XYZ Road branch. And your staff member assured to deliver the packet within three days, but failed to fulfill his promise.

Not only has the parcel not been delivered till date, but there has been no satisfactory measurements taken on the part of your company to give details of the delay. I regret to say that I am literally disenchanted by the service provided by your company this time. I never complained about any of your services during the past three years. But this time it was a big letdown.

I hope you will take a serious notice of this complaint immediately in order to ensure that packet is delivered by March 26, 2013. If you would like to contact me, call me at 0011-3384940223 or email me at albert.22mathew@xyz.com. I shall look ahead to your reply.

The copy of the packet’s receipt is attached to this letter for your convenience.

Sincerely,

Albert Mathew  
Macro North-West Avenue,  
New York