[Company Name]

[Company Address]

[City, State, ZIP Code]

**Subject: Concern Regarding Service Quality**

Dear [Vendor’s Name],

We value our partnership with [Vendor’s Company Name], which is why we are reaching out to bring a matter of concern to your attention. Recently, we have experienced issues regarding the quality of the service provided under our agreement, and we believe these concerns require immediate resolution.

**Description of Issue**:

* [*Briefly describe the specific problem, e.g., “The delivery of [goods/services] on [date] did not meet the agreed-upon quality standards.”*]
* [*Provide examples or instances, e.g., “Several items in the shipment were damaged,” or “Service was delayed beyond the agreed timeframe.”*]

**Impact of the Issue**:

* [*Explain how the issue has affected your business, e.g., “Disruptions in our operations,” “Delays in delivering to our customers,” or “Increased costs to mitigate the problem.”*]

**Expected Resolution**:

To address these concerns, we kindly request the following:

1. [*Specific action, e.g., “Replacement of damaged goods,” or “Improvement in adherence to service timelines.”*]
2. [*Future measures to prevent recurrence, e.g., “Implementation of a quality control process.”*]

We would appreciate a response by [specific date] outlining the steps you will take to resolve this issue. Please direct your response to [Name, Title] at [Email Address/Phone Number].

We value our relationship with [Vendor’s Company Name] and hope this matter can be resolved promptly. Thank you for your attention to this matter.

Yours sincerely,

……………………………………………………….

[NAME]

[TITLE]

[COMPANY NAME]