To: Mr. XYZ

Date: ------------------

RE: Request to improve shipment services

Dear (name of courier company),

I am writing this letter about shipment services your company has been providing for many years. I am a regular customer of your company and whenever I am to get shipment services, I prefer your company. In the past few months, I have seen that your company is not working up to the expectations of its customers. Last few times, my shipment was unexpectedly delayed, and this caused me so much inconvenience. I also refused to accept the shipment package once.

I am writing this letter to draw your attention to the services the company has been compromising on. If there is no improvement in these shipment services in future, I will be compelled to take services of some other courier company

I am here again requesting you to please work on your services to improve them. Thank you so much for your time in reading this letter. I hope that you will improve your services in days to come.

Regards,

Your name

Your signatures