

**Name: Irawansyah**

**NIM : 0320230124**

**Class : 2A**

## **COMPLAINT LETTER**

### **Sender's Address**

AstraTech Solutions

Jl. Merdeka No. 123

Jakarta, Indonesia

Phone: +62 21 1234567

Email: support@astratech.com

### **Date**

November 29, 2024

### **Recipient's Address**

TechSoft International

Jl. Sudirman No. 45

Bandung, Indonesia

Phone: +62 22 7654321

Email: service@techsoft.com

### **Salutation**

Dear Customer Service Manager,

### **Introduction**

I am writing to formally address an issue concerning the delayed installation of the software package we purchased from TechSoft International, under Invoice No. INV-2024-9876, dated October 20, 2024.

### **Body**

According to the agreement, the installation was scheduled to be completed by November 15, 2024. However, as of today, the installation has not been completed, and we have not received any updates regarding the delay. This delay has severely impacted our operations, as the software is crucial for our project management system.

We have made several attempts to contact your technical support team via email and phone, but we have yet to receive a satisfactory response or timeline for completion.

### **Closing Statement**

We request that TechSoft International expedite the installation process and provide a clear timeline for completion. Additionally, we would appreciate an explanation for the delay and assurance that similar issues will be prevented in the future.

**Complimentary Close**

Thank you for your prompt attention to this matter. We look forward to resolving this issue quickly and continuing our business relationship.

**Enclosure**

Invoice No. INV-2024-9876

Yours sincerely,

**Irawansyah**

IT Manager

AstraTech Solutions