

[Your Name]
[Your Address]
[Your Phone Number]
[Your Email Address]

[Date]

[Recipient Name or Department]
[Company Name]
[Company Address]

Subject: Formal Grievance - Failure to Process Account Closure Request

To Whom It May Concern,

I am writing to formally lodge a grievance regarding the failure to close my account (Account Number: [Your Account Number]) despite my previous application submitted on [Date of Original Application].

I have previously attempted to resolve this matter via [mention previous methods, e.g., online form/email/phone] on [Date(s)]. However, as of today, my account remains active, and I have received [mention any unwanted actions, e.g., further bills/marketing emails/maintenance fees].

I find this delay unacceptable. Please consider this letter a formal demand to:

- Immediately close the aforementioned account.
- Cease all future billing and communications.
- Provide written confirmation that the account has been closed and that no outstanding balance remains.
- Refund any fees incurred after my initial closure request on [Date].

I expect a response confirming the resolution of this matter within [Number, e.g., 5 or 7] business days. If I do not receive a confirmation, I will be forced to escalate this complaint to the relevant regulatory body or ombudsman.

Thank you for your prompt attention to this matter.

Sincerely,

[Your Signature]

[Your Printed Name]