

[Your Name]
[Your Address]
[City, State, Zip Code]
[Your Phone Number]
[Your Email Address]

[Date]

[Name of Contact Person or Department]
[Company Name]
[Company Address]
[City, State, Zip Code]

Subject: Request for Clarification of Complaint Procedures

Dear [Name of Contact Person or Department],

I am writing to formally request a clear explanation of your company's internal procedures for handling consumer complaints. I am currently seeking to resolve an issue regarding [briefly mention the product or service, e.g., Order #12345], and I want to ensure I am following your established protocols correctly.

Specifically, please provide information on the following:

- The standard steps involved in your dispute resolution process.
- The expected timeframe for a response at each stage of the process.
- The contact details of the specific department or individual responsible for overseeing my case.
- Any documentation or forms required from my end to move this matter forward.
- Information regarding any external ombudsman or regulatory body you are affiliated with should an internal resolution not be reached.

I am committed to resolving this matter amicably and look forward to receiving this clarification so that we may proceed. Please provide this information in writing within [number, e.g., 5] business days.

Thank you for your prompt attention to this request.

Sincerely,

[Your Signature]

[Your Printed Name]