

Customer Service Department

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

Subject: Discrepancy in Vacation Package Service Quality

Dear Customer Service Team,

I hope this message finds you well. I am writing to formally address a discrepancy I encountered during my recent vacation package, booked through your agency, from [Start Date] to [End Date].

Unfortunately, the quality of service provided did not meet the expectations set forth during the booking process. Specifically, [mention specific issues, such as accommodations, tours, or customer service]. These issues significantly impacted the overall experience of my vacation.

I would appreciate it if you could look into this matter and provide a resolution or compensation appropriate for the inconvenience caused. I have attached all relevant documentation regarding my booking and the issues I experienced.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,

[Your Name]