

Subject: Feedback on Airline Communication

Dear [Airline Customer Service Team],

I am writing to express my disappointment with the communication I received regarding my recent flight experience. My flight [Flight Number] scheduled on [Date] was unfortunately delayed/cancelled, and I was not adequately informed about the situation.

Despite my attempts to reach your customer service via phone and online, the responses were either delayed or unhelpful, leaving me feeling frustrated and unsupported during a stressful time.

As a loyal customer, I expected more transparent communication and timely updates regarding my travel itinerary. I hope you can address this issue to improve your communication process for future travelers.

Thank you for your attention to this matter.

Sincerely,
[Your Name]
[Your Contact Information]