

Letter of Grievance Concerning Airline Customer Service

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

Customer Service Department
[Airline Name]
[Airline Address]
[City, State, Zip Code]

Dear Customer Service Manager,

I am writing to formally express my grievance regarding the poor customer service I experienced during my recent travel with [Airline Name] on [Date of Travel]. My flight, [Flight Number], was scheduled to depart from [Departure Airport] to [Destination Airport], but several issues arose that caused significant distress.

Firstly, [Briefly explain the first issue, e.g., "the flight was delayed with no prior notification, resulting in missed connections."]. Secondly, [Describe any additional issues, e.g., "when I approached your staff for assistance, I was met with indifference and lack of support."]. This experience has left me feeling frustrated and disappointed with the level of service provided.

As a valued customer, I expected to receive a higher standard of service. I kindly request that you review my case and would appreciate a prompt response addressing this matter. Furthermore, I believe it would be appropriate to receive [mention any compensation or resolution you seek, e.g., "a partial refund or travel voucher"].

Thank you for your attention to this matter. I look forward to your swift reply.

Sincerely,

[Your Name]