

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

Customer Service Manager  
Ferry Company Name  
Company Address  
City, State, Zip Code

Dear Customer Service Manager,

I am writing to formally express my dissatisfaction with the unreliable ferry schedules provided by your company. On several occasions, I have experienced significant delays and cancellations, which have caused me considerable inconvenience.

On [specific date], I had a confirmed reservation for the [specific ferry and time]. Unfortunately, the ferry was not on schedule, and I was left waiting for over [duration of the wait]. This has not been an isolated incident, as I have faced similar issues during my previous travels with your service.

These unreliable schedules not only disrupt my plans but also create challenges for other passengers relying on your service for timely travel. I kindly request that your company take immediate steps to improve the reliability of your ferry schedules to enhance customer satisfaction.

Thank you for your attention to this matter. I look forward to your prompt response regarding how you plan to address these issues.

Sincerely,  
[Your Name]