

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Airline's Name]

[Airline's Address]

[City, State, Zip Code]

Dear Customer Service Manager,

I am writing to formally complain about the delayed flight I experienced on [Insert Date] with [Flight Number] from [Departure City] to [Destination City]. The flight was scheduled to depart at [Original Departure Time] but was delayed by [Number of Hours] hours. This disruption caused significant inconvenience, including [Briefly describe the impact, e.g., missed connections, added expenses, etc.].

I understand that delays can occur for various reasons; however, the lack of timely communication regarding the situation was particularly frustrating. I had to seek information on my own and was met with limited assistance from your staff at the airport.

As a loyal customer of [Airline's Name], I expected a higher level of service and transparency. I would appreciate it if you could address this matter and provide an explanation for the delay, as well as how you intend to rectify the situation for future flights.

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

Sincerely,

[Your Name]