

# Complaint Letter for Poor Communication During Flight Delays

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Airline Name]

[Airline Address]

[City, State, Zip Code]

Dear Customer Service Team,

I am writing to formally express my dissatisfaction regarding the poor communication I experienced during my recent flight delay on [Flight Number] from [Departure City] to [Destination City] on [Date].

Throughout the duration of the delay, there was a lack of clear and timely communication from your staff. Information about the delay was sparse, leading to confusion and frustration among passengers, including myself. Numerous announcements were either unclear or non-existent, which left us uncertain about our travel plans.

As a loyal customer, I expected a higher level of service, especially during challenging situations such as delays. Effective communication is crucial for maintaining trust and ensuring passenger comfort. Unfortunately, this experience has not met those expectations.

I request a formal response to my complaint and information on how you plan to improve communication protocols during flight disruptions. Thank you for your attention to this matter.

Sincerely,

[Your Name]