

Letter of Complaint

Your Name

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

Customer Service Manager

[Company Name]
[Company Address]
City, State, Zip Code

Dear Customer Service Manager,

I am writing to formally express my dissatisfaction with the unscheduled delays I have recently experienced while using your transportation services. On [specific date], my scheduled transport was delayed by [duration of delay] without prior notice or explanation.

This incident has caused significant inconvenience, as I had important commitments to attend. Furthermore, this is not the first occurrence; I have noticed a pattern of delays that negatively impacts customer trust and reliability.

I kindly request that you examine this matter and provide an explanation for the recent unscheduled delays. I would also appreciate any measures your company plans to implement to ensure more reliable service in the future.

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

Sincerely,
[Your Name]