

Letter of Concern

Date: [Insert Date]

To: [Travel Agency Name]

Address: [Travel Agency Address]

Dear [Travel Agency Manager's Name],

I am writing to express my concern regarding the misleading promises made by your agency during my recent interaction on [insert date of interaction]. As a customer, I expected transparent information regarding the travel packages offered, but unfortunately, my experience did not reflect that.

Specifically, I was assured of [describe the promises made, e.g., accommodations, price guarantees, included amenities], which were not honored upon my arrival. This has caused significant inconvenience and disappointment.

I believe in the importance of honesty and integrity in the travel industry, and I hope you take this issue seriously. I would appreciate a prompt response addressing these concerns and an explanation of how you plan to rectify this situation for future customers.

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

Sincerely,

[Your Name]

[Your Address]

[Your Email]

[Your Phone Number]