

Grievance Regarding Poor Customer Service

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Travel Agency Name]

[Agency Address]

[City, State, Zip Code]

Dear [Travel Agency Manager's Name],

I am writing to formally express my grievance regarding the poor customer service I experienced during my recent interaction with your agency on [specific date].

Despite my expectations for a supportive and professional service, I was met with [specific issues encountered, e.g., unhelpful staff, long waiting times, incorrect information, etc.]. This experience has been particularly disappointing given the positive reputation your agency holds.

I was assisted by [staff member's name, if known], and unfortunately, they displayed [specific behaviors or actions that were unsatisfactory]. As a result, my travel plans were adversely affected, leading to [mention any impact such as financial loss, stress, or other consequences].

I believe that as a valued customer, I deserve far better service and would appreciate a prompt resolution to this matter. I urge you to address this issue with your staff to prevent future occurrences.

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

Sincerely,

[Your Name]