

Subject: Complaint Regarding Incorrect Drop-Off Location

Dear [Ride Service Customer Support],

I am writing to formally express my dissatisfaction with my recent ride experience on [date] with booking reference [booking number]. Unfortunately, the drop-off location was incorrect, causing significant inconvenience.

Despite providing the exact address during the booking process, I was dropped off at [incorrect location], which is not where I requested. This error not only caused me to be late for my appointment but also resulted in additional transportation costs.

I kindly request your assistance in addressing this issue and would appreciate a prompt response outlining how you intend to resolve it. Thank you for your attention to this matter.

Sincerely,

[Your Name]

[Your Contact Information]