

Complaint Regarding Late Pickup

Dear [Ride Service Customer Service],

I am writing to formally express my disappointment regarding my recent experience with your ride service. On [date of the ride], I scheduled a pickup for [time] at [pickup location]; however, the driver arrived significantly late.

The delay caused me considerable inconvenience as I had important commitments that I could not meet on time. I had expected a reliable service based on your company's reputation, but this experience did not meet those expectations.

I trust that you will take this matter seriously and look into the reasons for such delays in the future. I would appreciate a response regarding how you plan to resolve this issue and improve your service.

Thank you for your attention to this matter.

Sincerely,

[Your Name]

[Your Contact Information]