

Complaint Regarding Ride Service Cancellation

Date: [Insert Date]

To Whom It May Concern,

I am writing to formally express my dissatisfaction with the recent experience I had while using your ride service. On [Insert Date of Ride], I booked a ride through your platform scheduled for [Insert Time] from [Insert Pickup Location] to [Insert Destination].

However, shortly before my scheduled pickup time, I received a notification that my ride had been cancelled without any warning or explanation. This caused significant inconvenience as I was relying on this service to arrive at an important appointment.

I would appreciate it if you could provide an explanation for the cancellation and what measures are being taken to avoid such issues in the future. I believe it is crucial for your customers to feel secure in their transportation choices, and this experience has unfortunately shaken my trust in your service.

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

Sincerely,

[Your Name]

[Your Contact Information]

[Your Address]