

Formal Complaint Regarding Wedding Service Shortcomings

Your Name
Your Address
City, State, Zip Code
Email Address
Phone Number
Date

Manager's Name
Business Name
Business Address
City, State, Zip Code

Dear [Manager's Name],

I am writing to formally express my dissatisfaction with the services provided during my wedding on [Wedding Date] at [Venue]. Unfortunately, several aspects of your service did not meet the expectations promised at the time of our agreement.

Specific issues included:

- Late arrival of the catering service which resulted in guests waiting for over an hour.
- Poor quality of food that did not match the tasting experience we were promised.
- Lack of coordination between your team and the venue staff, causing unnecessary delays.

Despite several conversations with your staff during the event, the issues were not resolved, and the overall experience fell short of what was assured and paid for. As a result, this significantly impacted the enjoyment of my special day.

I would appreciate your prompt attention to this matter and a resolution that reflects the nature of the problems we encountered. I look forward to your response within the next [time frame, e.g., 14 days] to discuss how we can resolve this issue amicably.

Thank you for your understanding.

Sincerely,
[Your Name]