

# Complaint Resolution for Airport Transfer Service

Date: [Insert Date]

Dear [Customer's Name],

Thank you for reaching out to us regarding your recent experience with our airport transfer service. We sincerely apologize for any inconvenience you encountered.

After reviewing your case, we found the following details:

- Booking Reference: [Insert Booking Reference]
- Date of Service: [Insert Date]
- Issue Reported: [Insert Brief Description of Issue]

To resolve the issue, we would like to offer you the following solutions:

1. [Solution 1: e.g., Refund Amount]
2. [Solution 2: e.g., Discount on Future Booking]

Please let us know which option works best for you, or if you have any alternative suggestions. Your feedback is important to us and we are committed to ensuring your satisfaction.

Thank you for your understanding and patience. We look forward to resolving this matter to your satisfaction.

Sincerely,  
[Your Name]  
[Your Position]  
[Company Name]  
[Contact Information]