

Complaint Regarding In-Flight Entertainment Failure

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

Customer Service Department
Airline Name
Airline Address
City, State, Zip Code

Dear Customer Service Manager,

I am writing to express my dissatisfaction with the in-flight entertainment system during my recent flight with your airline on [Flight Number] from [Departure City] to [Arrival City] on [Date of Flight].

Unfortunately, the in-flight entertainment was not functioning properly. [Briefly explain the specific issues you encountered, e.g., screens not turning on, poor audio quality, limited options, etc.]. This significantly impacted my overall flying experience, as I was looking forward to enjoying some entertainment during the lengthy flight.

I have always appreciated the quality of service your airline provides, but this experience was disappointing. I would appreciate it if you could address this issue to ensure a better experience for future passengers.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,
[Your Name]