

Letter of Dissatisfaction with Onboard Entertainment Services

[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 Team,

I am writing to express my dissatisfaction with the onboard entertainment services during my recent flight with [Airline Name] on [Flight Number] from [Departure City] to [Destination City] on [Date of Flight].

Unfortunately, I found the entertainment options to be severely lacking. The selection of movies and shows was outdated and did not cater to a variety of tastes. Additionally, the in-flight system was frequently malfunctioning, making it difficult to access content or enjoy the available programming.

As a frequent traveler, I place a high value on in-flight entertainment to enhance my overall flying experience. I hope to see improvements in this area for future flights.

Thank you for addressing my concerns. I look forward to your prompt response regarding the enhancements that will be made.

Sincerely,
[Your Name]