

# Letter of Disappointment

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Airline Name]

[Airline Address]

[City, State, Zip Code]

Dear Customer Service Manager,

I hope this message finds you well. I am writing to express my disappointment regarding the in-flight entertainment experience during my recent flight with [Airline Name] on [Flight Number] dated [Flight Date].

Unfortunately, the entertainment system was not functioning properly, impacting the overall enjoyment of my journey. [You can add specific details about the issues you faced, such as difficulty accessing content, screens not working, etc.].

This was particularly disappointing because I had looked forward to the variety of entertainment options promised by your airline. In light of this experience, I would appreciate any measures your team can take to improve this aspect of your service.

Thank you for taking the time to address my concerns. I look forward to your response.

Sincerely,

[Your Name]