

Grievance Letter Regarding Broken Inflight Entertainment

Date: [Insert Date]

To: Customer Service Department

[Airline Name]

[Airline Address]

[City, State, Zip Code]

Dear Customer Service Team,

I hope this message finds you well. I am writing to formally express my dissatisfaction regarding my recent flight with [Airline Name] on [Flight Number] from [Departure City] to [Arrival City] on [Date of Flight].

During the flight, I encountered significant issues with the inflight entertainment system, which was entirely inoperable for the duration of the trip. As a passenger, I was looking forward to enjoying the selection of movies and shows during the flight, and unfortunately, this experience greatly impacted my journey.

I understand that technical issues can occur; however, I believe that compensation or an alternative should be provided in such cases, as inflight entertainment is a part of the service that enhances the customer experience.

I kindly request a response to this matter and hope to hear about any potential compensation or measures that could be taken to rectify this situation. Thank you for your attention to this issue.

Sincerely,

[Your Name]

[Your Email Address]

[Your Phone Number]

[Your Address]