

# Formal Complaint about Missed Connections

Date: [Insert Date]

Customer Service Department  
[Airline Company Name]  
[Airline Company Address]  
[City, State, Zip Code]

Dear Customer Service Team,

I am writing to formally complain regarding my recent travel experience with [Airline Company], which involved missed connections on [Insert Travel Date(s)]. My flight itinerary was [Insert Flight Numbers and Details]. Due to [mention reason such as delay, scheduling issues], I was unable to catch my connecting flights, resulting in significant inconvenience and additional expenses.

Despite my attempts to resolve the situation at the airport, I found the assistance offered by your staff to be inadequate. This experience has caused not only logistical challenges but also emotional distress. I expected a higher standard of service and support from [Airline Company], considering the circumstances.

I would appreciate it if you could address this matter by [mention any specific resolution you are seeking, such as a refund, compensation, etc.]. I trust that [Airline Company] values its customers and will take appropriate action to rectify this situation.

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

Sincerely,  
[Your Name]  
[Your Address]  
[City, State, Zip Code]  
[Your Email Address]  
[Your Phone Number]