

Formal Complaint Regarding Poor Customer Service

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

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

Dear Customer Service Manager,

I am writing to formally address my dissatisfaction with the poor customer service I received from your airline on [specific date]. My flight, [Flight Number], from [Departure City] to [Destination City], was marred by numerous issues that I believe require your immediate attention.

Firstly, [briefly explain the issue, e.g., flight delays, unhelpful staff, loss of luggage, etc.]. Despite my attempts to resolve this matter at the airport, I encountered unhelpful responses and a lack of empathy from your staff, which further exacerbated the situation.

As a loyal customer of [Airline Company Name] for [number of years], I expected a higher level of service, especially during such distressing circumstances. The treatment I received was unacceptable and did not align with the standards that your airline purports to uphold.

I request a formal acknowledgment of this complaint and an explanation of how you plan to address this situation. Additionally, I would appreciate a compensation [or any other resolution you seek], as I believe it is warranted due to the inconvenience I experienced.

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

Sincerely,
[Your Name]