

Formal Complaint Regarding Refund Request

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

Customer Service Department

[Airline Company Name]

[Airline Address]

[City, State, Zip Code]

Dear Customer Service Manager,

I am writing to formally address an ongoing issue regarding my refund request for my flight reservation with [Airline Company Name], booking reference number [Insert Booking Reference Number], originally scheduled for [Insert Flight Date].

Despite having followed the proper procedures to initiate my refund on [Insert Date of Refund Request], I have yet to receive any confirmation or the refunded amount. This delay is unacceptable given the circumstances, and I would like to understand the reasons for this lack of communication and reimbursement.

To expedite resolution, I request an update on the status of my refund process by [Insert Expected Response Date], along with a direct contact to discuss this matter further.

I appreciate your prompt attention to this matter and look forward to your swift response.

Sincerely,

[Your Signature (if sending a hard copy)]

[Your Name]