

# Formal Complaint Regarding Misleading Train Schedules

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Recipient's Name]

[Recipient's Title]

[Company/Organization Name]

[Company Address]

[City, State, Zip Code]

Dear [Recipient's Name],

I am writing to formally express my concerns regarding the misleading train schedules that have been recently posted on your website and in the train stations. On [specific date], I relied on the published schedule to plan my travel from [Starting Station] to [Destination Station], and I was greatly inconvenienced by discrepancies that led to significant delays.

Not only did I miss an important appointment, but I also faced additional expenses due to unplanned travel arrangements. The lack of accurate information is not only frustrating but also unacceptable for a service that claims to prioritize customer satisfaction.

I kindly request that your team investigate this matter and take necessary steps to ensure that all schedules are accurate and updated in a timely manner to prevent similar issues in the future. I look forward to your prompt response regarding this complaint.

Thank you for your attention to this matter.

Sincerely,

[Your Name]