

Formal Complaint Regarding Poor Customer Service

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Your Email Address]

[Your Phone Number]

[Recipient's Name]

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear [Recipient's Name],

I am writing to formally express my dissatisfaction with the customer service I encountered during my recent train journey on [Date of Journey] on the [Train Number/Route].

During this journey, I experienced [describe the specific issues, e.g., rude behavior from staff, lack of assistance, poor communication]. As a loyal customer, I expected a higher standard of service that unfortunately was not met.

This experience not only inconvenienced me but also left a negative impression of your company. I believe that customer service is crucial in the travel industry, and I hope to see improvements in this area.

I would appreciate an acknowledgment of this complaint and any steps that you plan to take to address these issues. I look forward to your prompt response.

Thank you for your attention to this matter.

Sincerely,

[Your Name]