

Formal Complaint Regarding Ticketing Issues

Date: [Insert Date]

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

[Recipient's Name]
[Company Name]
[Company Address]
[City, State, Zip Code]

Dear [Recipient's Name],

I am writing to formally lodge a complaint regarding ongoing ticketing issues I experienced with your train service on [specific date]. Despite following the established procedures for purchasing a ticket, I encountered several problems that caused significant inconvenience during my travels.

On [specific date], I attempted to purchase a ticket through [mention the method, e.g., online, at the station, etc.], but [describe the issue, e.g., website malfunction, ticket machine failure, etc.]. As a result, I was unable to secure my ticket and had to [explain the inconvenience caused, e.g., miss my train, pay for a more expensive ticket later, etc.].

Furthermore, when I reached out to your customer service for assistance, I was met with [describe the quality of customer service, e.g., unhelpfulness, long wait times, etc.], which added to my frustration with the overall experience.

As a loyal customer, I expect a higher standard of service and accountability from your company. I kindly request that you address these issues and consider implementing improvements to your ticketing process to avoid similar experiences for other travelers in the future.

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

Sincerely,
[Your Name]