

Formal Complaint Regarding Train Delay

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

Customer Service Department

[Train Company Name]

[Company Address]

[City, State, Zip Code]

Dear Customer Service Manager,

I am writing to formally express my dissatisfaction regarding the significant delays I experienced while traveling on your train service. On [date of travel], I was scheduled to board the train from [departure station] to [arrival station], which was supposed to depart at [scheduled time].

Unfortunately, the train was delayed by [duration of delay], causing considerable inconvenience and distress. This delay not only disrupted my plans but also affected my [mention any specific consequences such as missed appointments, connections, etc.].

I understand that delays can happen due to unforeseen circumstances; however, the lack of communication and updates regarding the situation was particularly disappointing. I believe that better communication can help mitigate frustration for passengers facing such situations in the future.

I would appreciate it if you could provide an explanation for this delay and any steps your company is taking to improve its service and communication. Additionally, I hope to receive some form of compensation for the inconvenience caused.

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

Sincerely,

[Your Name]