

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 Team,

I am writing to formally complain about the inadequate facilities and faulty amenities on my recent journey with Train Company Name on [date of travel] from [departure station] to [arrival station].

During the trip, I encountered several issues, including [briefly list specific amenities that were faulty, e.g., malfunctioning air conditioning, dirty restrooms, broken Wi-Fi, etc.]. These problems severely impacted my travel experience and fell short of the standards expected from your service.

I have been a loyal customer of your company for several years, and I was disappointed to see a decline in the quality of amenities provided. I believe it is crucial for your company to address these issues to improve the comfort and satisfaction of future travelers.

I kindly request a prompt response regarding the steps that will be taken to rectify these issues and ensure a better experience for passengers in the future. I appreciate your attention to this matter and look forward to your reply.

Sincerely,
Your Name