

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

[Travel Agency Name]  
[Agency Address]  
[City, State, Zip Code]

Subject: Formal Complaint Regarding Compromised Travel Documentation

Dear [Travel Agency Manager's Name],

I am writing to formally lodge a complaint regarding the compromised travel documentation I received from your agency on [date of booking]. My booking reference number is [booking reference].

Upon reviewing the documentation provided, I noticed several discrepancies that have caused significant distress and potential issues during my travel. Specifically, [briefly describe the issues, e.g., incorrect passport information, missing visa, etc.].

This situation has not only jeopardized my travel plans but has also led to unnecessary stress and additional expenses. I trusted your agency to handle my travel arrangements professionally, and I am disappointed with the level of service provided.

I kindly request a prompt resolution to this matter, including [state your desired resolution, e.g., correct documentation, refund, compensation for expenses incurred, etc.]. I expect a response by [set a reasonable deadline].

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

Sincerely,  
[Your Name]