

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

Manager's Name
Travel Agency Name
Agency Address
City, State, Zip Code

Dear [Manager's Name],

I am writing to formally express my dissatisfaction with the customer service I received from [Travel Agency Name] during my recent interaction on [specific date].

Despite my initial expectations of a high level of service, I encountered a series of issues that were both frustrating and unprofessional. Specifically, [briefly outline the issues, e.g., long wait times, unhelpful responses, etc.]. These experiences not only caused delays in my travel plans but also left me feeling undervalued as a customer.

I hope to see improvements in your agency's approach to customer service and would appreciate a prompt response addressing my concerns. Thank you for your attention to this matter.

Sincerely,
[Your Name]