

Formal Complaint Regarding Delays in Refund Processing

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 concern regarding the delayed processing of my refund for the trip I booked through your agency.

On [date of booking], I purchased a travel package to [destination], with a total cost of [amount]. Due to [reason for cancellation], I had to cancel my trip on [cancellation date]. I was informed that I would receive a refund within [time frame] as per your agency's policy. However, as of today, [current date], I have yet to receive the refund.

This delay has caused significant inconvenience, and I kindly request your immediate attention to this matter. Please provide me with an update on the status of my refund at your earliest convenience.

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

Sincerely,
[Your Name]