

Formal Complaint Regarding Unsatisfactory Travel Arrangements

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Travel Agency Name]

[Agency Address]

[City, State, Zip Code]

Dear [Travel Agency Manager's Name],

I am writing to formally complain about the unsatisfactory travel arrangements made by your agency for my recent trip to [Destination] from [Start Date] to [End Date].

Upon booking my travel with your agency, I was assured that all arrangements, including flights, accommodations, and transportation, would be handled professionally. However, I encountered several issues during my trip:

- The flight schedule was changed without prior notice, resulting in significant delays.
- The hotel accommodation provided was not as described and lacked basic amenities.
- Transportation from the airport to the hotel was not arranged, leading to further inconvenience.

These problems not only caused frustration but also disrupted my overall travel experience. I expected a higher standard of service from a reputable travel agency like yours.

I would appreciate it if you could address these matters promptly. I am requesting a full refund of the expenses incurred due to these unsatisfactory arrangements. I also ask for a written explanation of how these issues will be prevented in the future.

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

Sincerely,

[Your Name]