

# Formal Complaint

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Your Email]

[Your Phone Number]

To Whom It May Concern,

I am writing to formally lodge a complaint regarding false advertising practices by your travel agency, [Agency Name]. On [date of advertisement], I booked a [specific package or service] as advertised in [location or source of advertisement]. However, upon my arrival, I experienced significant discrepancies between what was promised and what was delivered.

The advertisement claimed [insert specific claims made in the ad], yet I encountered [describe the actual experience, highlighting the differences]. This has not only caused me disappointment but has also resulted in [mention any financial loss or inconvenience].

I believe that your agency should uphold a standard of honesty in marketing communications. I request a prompt response to this complaint and a resolution to my concerns, preferably in the form of a refund or compensation.

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

Sincerely,

[Your Name]