

Formal Complaint Letter

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Cruise Line Name]

[Cruise Line Address]

[City, State, Zip Code]

Dear Customer Service Manager,

I am writing to formally express my concerns regarding the accessibility issues I experienced during my recent cruise with [Cruise Line Name] from [Start Date] to [End Date], aboard the [Ship Name].

Throughout the voyage, I encountered several challenges that severely impacted my ability to enjoy the cruise experience. Specifically, [describe specific accessibility issues; e.g., lack of ramps, inadequate signage, etc.]. These obstacles made it difficult for me and other passengers with mobility challenges to fully participate in the onboard activities and excursions.

As a cruise line that prides itself on offering a welcoming and accommodating environment for all passengers, I believe it is crucial for [Cruise Line Name] to address these issues promptly. I urge you to consider implementing solutions, such as [suggest potential solutions; e.g., enhancing wheelchair accessibility, staff training, etc.], to improve the experience for guests with disabilities.

I hope that my concerns will be taken seriously and that you will keep me informed of any steps taken to enhance accessibility on your ships. Thank you for your attention to this matter.

Sincerely,

[Your Name]