

Formal Complaint Regarding Service Issues

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

Customer Service Department
[Cruise Line Name]
[Cruise Line Address]
City, State, Zip Code

Dear Customer Service Team,

I hope this letter finds you well. I am writing to formally express my dissatisfaction regarding the service I experienced during my recent cruise on [Cruise Line Name], which took place from [Start Date] to [End Date], aboard the [Ship Name].

Throughout the voyage, I encountered several service issues that significantly impacted my experience. Specifically, [briefly detail the service issues, e.g., long wait times at dining venues, lack of cleanliness in public areas, or unhelpful staff]. These issues were not only disappointing but also detracted from the enjoyment of the cruise.

I believe that paying customers should receive a level of service that reflects the high standards advertised by [Cruise Line Name]. Unfortunately, my experience did not meet these expectations. I kindly ask for your attention to these matters and hope to receive a response outlining how my concerns will be addressed.

Thank you for taking the time to consider my complaint. I look forward to your prompt response.

Sincerely,

[Your Name]