

# Formal Complaint to [Cruise Line Name]

Date: [Insert Date]

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

Dear Customer Service Manager,

I am writing to formally express my dissatisfaction regarding an experience I had during my recent cruise with [Cruise Line Name] on [Cruise Date] aboard the [Ship Name]. I believe it is essential to bring to your attention the unacceptable behavior of your staff that marred my experience.

During the cruise, I encountered [describe the incident, including specific details about the staff behavior, what happened, and how it affected your experience]. This not only negatively impacted my enjoyment of the cruise but also raised concerns about the overall professionalism of your team.

I have always considered [Cruise Line Name] to be a reputable company, known for its excellent customer service. Unfortunately, this incident has prompted me to reconsider my opinion. I request that you address this matter promptly and take appropriate actions to ensure similar situations do not occur in the future.

Thank you for taking the time to address my concerns. I look forward to your prompt response.

Sincerely,  
[Your Name]  
[Your Address]  
[City, State, Zip Code]  
[Your Email Address]  
[Your Phone Number]