

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Recipient's Name]

[Company/Organization Name]

[Company Address]

[City, State, Zip Code]

Subject: Formal Complaint Regarding Inadequate Assistance During Travel Emergency

Dear [Recipient's Name],

I am writing to formally express my dissatisfaction with the inadequate assistance I received from [Company/Organization Name] during a recent travel emergency I encountered on [Date].

On that day, I experienced [briefly describe the situation and what happened]. Despite my attempts to seek help from your staff, I was met with [describe the lack of assistance you received], which left me feeling [explain your feelings: frustrated, anxious, etc.].

As a frequent traveler and loyal customer of [Company/Organization Name], I expected a higher level of support in such difficult circumstances. Your company's policy promises [mention any relevant policies or guidelines], but my experience did not align with these assurances.

I am requesting a formal acknowledgment of my complaint, along with a detailed response addressing how [Company/Organization Name] intends to rectify this issue to improve future customer experiences. It is essential that steps are taken to ensure that your staff is adequately trained to handle emergencies with competence and empathy.

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

Sincerely,

[Your Name]