

[Your Name]
[Your Address]
[City, State, ZIP Code]
[Email Address]
[Phone Number]
[Date]

[Hotel Manager's Name]
[Hotel Name]
[Hotel Address]
[City, State, ZIP Code]

Subject: Formal Complaint Regarding Poor Service During My Recent Stay

Dear [Hotel Manager's Name],

I am writing to formally express my dissatisfaction with the level of service I experienced during my recent stay at **[Hotel Name]** from **[Check-in Date]** to **[Check-out Date]**. I am disappointed that my visit did not meet the standards I expected from your establishment.

The key issues I encountered included:

- **Unclean rooms:** Upon arrival, I found my room inadequately cleaned, with visible dust on surfaces, unemptied trash bins, and dirty linens.
- **Unresponsive staff:** Requests for assistance and information were often ignored or met with unhelpful responses, significantly impacting my stay.
- **Delayed room service:** Requests for room service were either delayed for several hours or not delivered at all, causing considerable inconvenience.
- **Inadequate customer support:** Attempts to address these issues with the front desk and management did not yield satisfactory solutions or apologies.

As a guest, I expected a high standard of hospitality and support. Unfortunately, these shortcomings not only affected my comfort but also damaged my perception of your hotel's commitment to customer care.

I kindly request that you investigate this matter and inform me of the measures being taken to address these concerns. I also request appropriate compensation for the inconvenience caused. It is my hope that immediate improvements will be instituted to ensure that future guests do not encounter similar problems.

I look forward to your prompt response regarding this complaint. Please feel free to contact me at your earliest convenience.

Sincerely,
[Your Name]