

Complaint Letter Example for Hotel Booking Issues

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

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

Subject: Complaint Regarding Hotel Booking Issues – Reservation # [Booking Confirmation Number]

Dear [Manager's Name],

I am writing to formally express my dissatisfaction regarding the issues I encountered during my recent booking at your hotel. My reservation, made on [Booking Date] for the dates [Check-in Date] to [Check-out Date], did not meet the expectations set by your confirmation and website.

- **Booking Confirmation Discrepancy:** Despite receiving a confirmation for a [type of room, e.g., a deluxe double room with sea view], upon arrival, I was informed that this room type was unavailable. I was offered a different room that did not meet the originally agreed-upon standards.
- **Room Availability Issues:** The hotel staff advised me that the hotel was overbooked, and therefore unable to provide the room I had reserved in advance.
- **Billing Errors:** Additionally, I noticed charges on my bill for services I did not use, including [list erroneous charges if any].
- **Poor Customer Service:** When I tried to resolve these issues at the front desk, staff members were unhelpful and failed to offer a suitable solution.

I kindly request the following actions be taken to address these problems:

- A full explanation for the booking discrepancy and unavailable room
- A refund or proper adjustment for the incorrect charges on my bill
- Compensation for the inconvenience experienced
- Assurance that steps will be taken to prevent similar issues for future guests

I appreciate your prompt attention to this matter. Please contact me at your earliest convenience to discuss a suitable resolution.

Sincerely,
[Your Name]