

Sample Complaint Letter to Airline Requesting Formal Apology

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

[Airline Name]
Customer Relations Department
[Airline Address]
[City, State, ZIP Code]

Subject: Complaint Regarding [Delayed Flight / Lost Baggage / Poor Customer Service] – Request for Formal Apology

Dear Sir/Madam,

I am writing to formally express my dissatisfaction with an experience I recently had with [Airline Name]. On [date of incident], I was scheduled to travel on flight [flight number] from [departure location] to [destination], but unfortunately, I encountered the following issue: [briefly describe the issue – e.g., a significant delay, lost baggage, or unsatisfactory customer service].

Despite my efforts to resolve the situation at the time by speaking with your staff, I felt that my concerns were not adequately addressed. The inconvenience caused by this incident resulted in [mention any consequences, such as missed connections, important appointments, or additional expenses].

While I appreciate the challenges involved in running an airline, I believe that passengers have a right to receive prompt and respectful service. Therefore, I request a formal written apology for the inconvenience and distress caused by this incident. Additionally, I would appreciate it if you could inform me of any steps you intend to take to ensure this situation does not happen to other passengers in the future.

I hope to receive a prompt response from your office so that my confidence in your airline's service can be restored.

Sincerely,
[Your Name]