

Complaint Letter: Unsatisfactory Hotel Amenities

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

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

Dear [Manager's Name],

I am writing to formally express my dissatisfaction with my recent stay at your hotel, [Hotel Name], from [check-in date] to [check-out date]. Unfortunately, the amenities and facilities provided did not meet the standards or expectations set forth by your promotional materials and website, which greatly impacted my overall experience.

Specifically, I encountered the following issues:

- The air conditioning unit in my room was malfunctioning, resulting in an uncomfortable environment, especially during the night.
- The cleanliness of the room was below acceptable standards, with [details, e.g., unemptied trash bins, unclean bathroom surfaces, stained linens].
- Several amenities promised at the time of booking, such as access to the gym and swimming pool, were either unavailable or had limited hours without prior notice.

I brought some of these matters to the attention of your front desk staff during my stay, but was disappointed to find that effective solutions were not offered.

As a guest who chose your establishment based on its reputation for comfort and quality service, I feel let down by the lack of attention to these critical aspects. I kindly request that you address these issues and, if possible, offer appropriate compensation or a gesture of goodwill for the inconveniences experienced.

I hope that you will take my concerns seriously and take steps to improve your services for future guests. I look forward to your prompt response to this matter.

Sincerely,
[Your Name]