

Example Complaint Letter: Hotel Room Not as Described

[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]

Dear [Hotel Manager's Name],

I am writing to formally raise a complaint regarding my recent stay at [Hotel Name] from [arrival date] to [departure date]. I booked my room through [booking platform or hotel website] and was looking forward to a comfortable visit based on the amenities and features described online.

Upon arrival, I was disappointed to find that the room did not match the description advertised. Specifically:

- The room was smaller than stated, and the bed size did not match what was promised in my booking.
- The amenities listed, such as [e.g., air conditioning, mini-fridge, free Wi-Fi], were either unavailable or not functioning properly.
- The cleanliness of the room was below expectations, with [e.g., stained bedding, dirty bathroom, unemptied trash].
- Maintenance issues such as [e.g., leaking faucet, broken lamps, faulty heating/cooling system] further detracted from my experience.

I brought these issues to the attention of the front desk, but unfortunately, they were not adequately resolved during my stay.

I am disappointed that my experience did not reflect the quality and service promised by your hotel's description. I kindly request appropriate compensation for the inconvenience and the shortcomings I encountered. Additionally, I urge you to update your listings to accurately represent room features and ensure necessary improvements are made for future guests.

I look forward to your prompt response and a satisfactory resolution to this matter. You may contact me at [your phone number] or [your email address].

Sincerely,
[Your Name]