TO

**[Receiver Name]**

**[Receiver Title]**

**ADDRESS: [Receiver Address]**

**EMAIL:** **[Email Address]**

**PHONE: [Home Phone]**

FROM

**[Sender Name]**

**[Sender Title]**

**Sub:** Complaint and feedback letter

Dear Sir

I wish to inform you about my stay at your hotel from 02/03/20XX to 06/03/20XX. I regret to inform you that my family and I are quite unsatisfied with the stay at your hotel.

We came to know about your hotel from a travel site. Although the pictures and reviews were quite decent, the actual experience didn’t conform to the standards. For instance, the bed sheets and quilts were dirty; the staff was not cooperative, and the room service was slow. We were made to pay separately for the cab service even though the website mentioned that the accommodation charges included a free cab.

I suggest you investigate these matters carefully as they will help to improve your service and ensure a better experience for the customers. Moreover, it would be better if you could mention the correct information about the facilities, which you are willing to provide on the partner websites.

Yours truly

Sudip Mishra