

A Letter of Complaint

15 ABC Lane
Rickshire
Surrey AL1 3PH
Tel. 0117 934218
7 June 2019

Customer Services
Mainrail
Pat House
Slough SLX 1RT

Dear Sir or Madam

I am writing to complain about the poor service provided by your train company. ①

Yesterday I travelled on the 8.20 from Oxford to London. Not only was the train ten minutes late leaving Oxford but we were further delayed at Reading and no explanation or apology was offered. Furthermore, the heating broke down and the train got cooler and cooler. I complained to a member of staff, who was most unhelpful and unsympathetic. ②

As a result of delays I missed an important meeting with a client, which caused financial loss and embarrassment. ③

In the circumstances I believe I am entitled to compensation. I look forward to hearing from you very soon. ④

Yours faithfully
Kim Lee