Joginder Kaur

W/o Nirmal Singh

R/o Village Burewal

Tehsil & District Kapurthala

[Date]

Udhay Partap Singh Puri

R/o Plot No. 1286/1

Sardar Nagar, Basti Jadhewal

Ludhiana, Punjab

Subject: Complaint Regarding Deficiency in Service

Dear Sir/Madam,

I am writing to formally complain about the deficiency in your service faced by me.

I approached you in July 2019 regarding my trip from Delhi to Toronto. You booked a return flight booking on 03.11.2019 for Rs. 98700 under ticket number 123. You assured me that you will handle everything and will assist me throughout. The time of the flight on my ticket was shown as 3:30 PM. To my utmost surprise, when I reached the airport, I was told that the flight had already departed at 2:10 PM. I was not informed about the change of timings and hence I missed my flight.

Please confirm the receipt of this complaint and inform me of the steps you will take and the tentative timeline associated with the process.

If I do not receive a satisfactory response from you within 15 days of this complaint, I shall take this matter to the appropriate consumer redressal forum.

Sincerely,

[Your Signature]

Joginder Kaur