

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

Customer Service Department
BWI Airline

[Airline Address]
[City, State, Zip Code]

Subject: Complaint Regarding [Issue]

Dear Customer Service,

I am writing to formally express my dissatisfaction regarding [specific issue] that occurred on [date].

Details of the issue:

- Flight Number: [Flight Number]
- Booking Reference: [Booking Reference]
- Description of the issue: [Provide a clear and concise description of the issue, including any relevant details.]

I expected a higher standard of service based on your company's reputation, and unfortunately, my experience fell short. [Explain how the issue affected you, and mention any steps you took to address it at the time.]

I would appreciate it if you could [state your desired resolution], as I believe it is a fair request given the circumstances.

Thank you for taking the time to address my concerns. I look forward to your prompt response.

Sincerely,

[Your Name]