

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

Customer Service Department
JXS Airlines
[Airlines Address]
[City, State, Zip Code]

Dear Customer Service Team,

Subject: Formal Complaint Regarding [Brief Description of Issue]

I am writing to formally lodge a complaint regarding my recent experience with JXS Airlines on [Date of Flight], Flight Number [Flight Number].

[Briefly describe the issue you encountered, including any relevant details such as flight delays, lost luggage, poor service, etc.]

I expected a higher level of service from JXS Airlines based on your reputation for [mention any positive reputation]. Unfortunately, my experience fell short of these expectations.

I would appreciate a prompt response to this matter, as well as information on how you plan to address this issue and prevent it from happening in the future.

Thank you for your attention to this matter. I look forward to your response.

Sincerely,
[Your Name]