

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

Customer Service Department  
KLM Royal Dutch Airlines  
[Office Address]  
[City, State, Zip Code]

Dear KLM Customer Service Team,

I am writing to formally express my sincere apologies regarding the recent experience I had with your airline on [date of travel].

Unfortunately, [briefly explain the situation, e.g., my flight was significantly delayed, my luggage was lost, etc.]. This incident caused me considerable inconvenience and affected my travel plans.

I appreciate the efforts of your team to resolve the issue, but I believe that communication could have been improved. I understand that unforeseen circumstances arise, but clearer updates would have greatly assisted in managing my expectations.

We value KLM as a service provider and appreciate the commitment to customer satisfaction. I hope to see positive changes in customer communication regarding such issues in the future.

Thank you for your attention to this matter. I look forward to your response and to a resolution that reflects KLM's commitment to excellence.

Sincerely,

[Your Name]  
[Your KLM Booking Reference] (if applicable)