

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

Manager

[Hotel/Service Provider Name]
[Hotel/Service Provider Address]
[City, State, Zip Code]

Dear [Manager's Name],

Subject: Complaint Regarding [Specific Issue]

I am writing to formally lodge a complaint regarding my recent experience at your establishment during my visit to Ooty from [start date] to [end date].

Firstly, I would like to commend the beautiful location and ambience; however, I encountered several issues that marred my stay. [Briefly describe the first issue, e.g., cleanliness, service delay, etc.]. This made my experience less enjoyable and did not meet the expectations set by your promotional materials.

Additionally, [describe any other issues, e.g., faulty amenities, unresponsive staff, etc.]. I believe these matters could be addressed to improve the overall customer satisfaction.

I kindly request that you review my concerns and take appropriate actions to rectify these issues for future guests. I am hopeful for a prompt response to this complaint and any measures you can take to ensure a better experience in the future.

Thank you for your attention to this matter.

Sincerely,

[Your Signature (if sending a hard copy)]
[Your Printed Name]
[Reservation/Booking Number (if applicable)]