

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

[Date]
[Recipient Name]
[Title]

Toronto Transit Commission
[Address]
[City, State, Zip Code]

Dear [Recipient Name],

Subject: Complaint Resolution - [Brief Description of the Issue]

I hope this message finds you well.

I am writing to formally address a concern regarding [specific issue] that occurred on [date] involving [specific details about the incident]. Despite my attempts to resolve this matter through [previous actions taken], I have not received a satisfactory resolution.

[Provide detailed description of the incident, including times, locations, and any relevant details.]

I kindly request your assistance in resolving this matter and would appreciate any steps you can take to address my concern. Additionally, I would like to understand how similar issues will be prevented in the future.

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

Sincerely,

[Your Name]
[Your Contact Information]