

Anna's formal letter of complaint

1 Old School Lane  
Sheffield  
S1 7TG

Beachside Apartments  
Polkirt  
Mevagissey  
PL26 6LJ

01/06/13

Dear Mr Green,

I am writing to complain about the service I have received from your company.

Last month I visited Cornwall with my family and booked one of your two-bedroom apartments. When we arrived at six o'clock in the evening on 17th May, our apartment was not ready and we had to wait in the car for an hour.

When we entered our apartment, we found that there was only one bedroom. The children had to sleep on the floor.

The next morning I went to reception to complain. The receptionist was very rude and informed us that there were no two-bedroom apartments free. We left your apartment and booked into a nearby hotel.

I am very dissatisfied with your service and I would like a full refund.

I look forward to hearing from you soon.

Yours sincerely

*Anna Jansone*

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