



Letter of complaint

Letter of complaint

45 Woodrow Close
Emsworth
Hampshire
PO12 4RG

15th August 2016

Dear Sir/ Madam,

It is with great regret that I am writing to make an official complaint about my recent holiday at your hotel – The Grand Hotel in Marmaris Bay. My family and I were utterly appalled at many aspects of the holiday: the service from the staff, the cleanliness of the rooms and the safety of the site itself. This was meant to be a ‘holiday of a lifetime’ but instead was the holiday from hell!

When first arriving at your shockingly bad resort (after an extremely uncomfortable coach journey, which took over four hours), not only were we not greeted by the staff who were working in the reception, we were ignored for more than half an hour! This was despite constant attempts from myself and my husband to engage these rude members of your hotel staff of our need for attention. When we were finally acknowledged, they seemed unable to operate the computer system, spoke little English and most upsettingly explained that one of our rooms – the one which was meant for our two children - had been double-booked and therefore was unavailable.

Eventually, after being moved to a slightly larger family room, we arrived at our room, hoping that the disaster was over. It wasn't! In front of our very eyes, we were met with the sight of a room which would not have been fit for an animal. The room was a state: used towels were on the floor from the previous occupant; unknown stains covered the sheets on the bed; and the furniture in the room was broken – the wardrobe didn't even have a door! Clearly, this is unacceptable and I cannot imagine that this is the quality that you expect in one of your hotels.

Hoping to cheer ourselves up, we tentatively ventured outside to explore the swimming pool. Surely, there couldn't be anything wrong with the hotel? Unfortunately, yet again, we were in for a shock – and not in a good way. When approaching the pool from afar, we noticed small items in it. Initially, we thought (and hoped) these items were for the children to play with. They weren't. Instead, we found frogs swimming in the pool and even more shocking than this, a couple of cows then emerged through the broken fence and started to drink the chlorinated water. Is this what you would expect for your dream holiday?

You should have now ascertained that I am enormously angry at the ordeal that my family and I had to experience. Due to our multitude of disappointments, I believe that it is justified in expecting you to refund us the full amount with immediate effect. I look forward to receiving a cheque and a letter of apology within the next few weeks.

Yours faithfully,
Joan Brightly



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address of person sending letter

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introduction to explain reason for letter

conclusion

