Narmeen Jaffery  
34-C MM Alam Road  
Lahore Pakistan

20th April 20XX

The Senior Manager  
PST International Airlines  
Islamabad, Pakistan

Re. Complaint letter for Double-booking of the flight

Dear [Recipient],

I am penning this complaint letter to you to inform you and get assistance from you on an abrasive experience with your airline.

On April 10th, 20XX, I reserved two seats for in the name of Mr. and Mrs. Jeffery to fly from Islamabad to Toronto, Canada. I was scheduled to fly on 18th April 20XX from Islamabad International Airport at 23:00 on flight number 4543-KN. Shortly after arriving at the airport, I was told that I cannot fly by this plane as my seat was overbooked due to some misunderstanding. Despite making all the payments and confirmation emails from your company, I could not travel.

I and my husband were traveling to Canada to attend a funeral and missing the flight ended up missing the rituals. Due to such a great mental stiffness caused by the mismanaged done by your team and the frustrating experience, I feel I am entitled to compensation. I would claim a refund of the payment made for the scheduled flight along with an amount of $600 as a penalty.

I am looking forward to your immediate response within one week to resolve the matter compensating for the problem caused by your airline. In other cases, I shall report your airline to the authorities and will maintain my plea to take strict legal actions against your company which may cost you more.

Thank you

Sincerely

(Signature)