23 May 20XX

Sant Lorie  
Hampshire St.25, Block 23

Dear Mr. Lorie,

This letter is a complaint against XYZ Airlines regarding the last-minute canceled trip. I had to attend an international meeting on the 12th of this month and I was connecting with many other flights but due to this last-minute cancellation I faced a lot of issues at XYZ Airport in Los Angeles and it resulted as a big loss for me.

This kind of attitude is extremely saddened and inappropriate as this was a business meeting with overseas clients and it had left a bad impression on clients from my side to arrive late there. There is no denying the fact that flights often do cancel but this is an improper way to inform at the eleventh hour when passengers have no other choice.  You should have informed this well before time about cancellation so that one may able to make other reservations. I was not informed about this before time and because of this, I remained stuck in the airport for almost 18 hours.

The purpose of writing this letter to you is to suggest you remake your policies and in case of flight cancellation, you should inform well before time to the passengers so that they may able to make other reservations for them. Thank you.

Regards,

Eustacia Vye