23 May 20XX

Benet William  
New York St.26, Block 23

Dear Mr. William,

I am writing this letter regarding my bad experience with your airline and it has put a really bad impact on me not to travel again with this airline. I had my flight 6789 to Australia on Monday 22nd May and I had to go there to attend a seminar regarding my Ph.D.’s degree. I was informed about flight cancellation just two hours before the departure time and I had to face a lot of inconvenience due to this cancellation.

Due to this cancellation I missed my seminar and remained in stress for almost a week. Not only me but also my family got disturbed due to this sudden news. I was waiting for this seminar for a long time and the university holds it once a year. Now I have to wait for almost the whole year to be part of this seminar. It is only because of you that I lost this opportunity.

Your staff informed just two hours before about flight’s cancellation and at this time I tried my level best to reserve for other airline, but it remained of no use in this short time and there was not a single seat available anywhere.  You should have informed at least well before the time in case of any technical fault. In this way you are losing your customers. Now I want you to give me my money back in the next three days.

Thank you.

Regards,

Michael George