

Subject: Urgent Attention Required: Unacceptable Flight Delay

Dear [Airline Customer Service],

I am writing to express my frustration and disappointment with the significant delay of flight [Flight Number] scheduled for [Date] from [Departure City] to [Destination City]. We were informed that the flight would be delayed by more than [Hours] hours, which is completely unacceptable.

As a paying customer, I expect timely service and effective communication, neither of which were provided. This delay has caused considerable inconvenience and disrupted my plans entirely. It's crucial that the airline takes these matters seriously and provides affected passengers with compensation or alternatives promptly.

I look forward to resolving this issue and receiving an update on how you plan to make amends for the inconvenience caused.

Thank you for your immediate attention to this matter.

Sincerely,

[Your Name]