***Tour operator name and address***

 ***Your name and address***

 ***Your contact telephone number***

 ***Your email address***

 ***Date***

Dear Sir/Madam,

Booking reference: ***[Insert booking reference]***

Dates of travel: **00/00/00** to **00/00/00 (Insert dates)**

I/we have just returned from the above holiday and unfortunately there were some issues that I/we would like to bring to your attention in the hope that other travellers do not experience the same problems. I/we detail below the relevant points.

***Please state the facts, and as a guide there are helpful headings listed below. Ensure that you keep this very concise and brief, if the company needs further information they will ask for it. If you need to forward receipts, photographs etc. ensure you send copies. KEEP THE ORIGINALS, you may need them later.***

**MISLEADING ADVICE:**

***(Did the travel company provide you with incorrect or misleading advice? Was the holiday as advertised?)***

**BOOKING:**

***(Did your travel agent make an error on your booking? Did the company cancel your holiday? )***

**POOR ACCOMODATION:**

***(Was the standard of accommodation lower than expected? Were any of the advertised facilities not up to standard (the pool, the entertainment, the food)?)***

**ILLNESS/ACCIDENT:**

***(Did you fall ill whilst away which you have evidence was contracted from the hotel? Did you have an accident whilst at the hotel which could have been prevented?)***

**REPRESENTATIVE:**

***(Did the company offer a rep service and not deliver?)***

**FLIGHT:**

***(Was your flight as expected? Did you have problems with your baggage?)***

I/We contacted your ***company/representative/hotelier*** on ***00/00/00***, and completed a Customer Complaint Form (a copy of which is attached) but they were unable to resolve the matter and advised us to complain in writing when I/we returned home.

***State how you would like this matter resolved but remember be as reasonable and fair as possible.***

***State some positive things and compliment aspects of the holiday that you found to be of good quality; compliment members of staff that gave good service; compliment their company if you’re travelled with them before and had no issues previously.***

I look forward to hearing your response within 28 days of the receipt of my letter as to how you intend to resolve my complaint.

Yours faithfully,

***[Insert name]***