To,

[Name of Recipient]

[Designation of Recipient]

[Hotel Name]

Date:

**Subject: Complaint Letter to a Hotel Management**

Dear Mr./Mrs. [name of the Recipient],

For celebrating the new year holidays, I booked three double suites number 127, 128, and 129 at your hotel, [name of the Hotel]. I booked these suites for me and my family from 26-12/2018 to 05-01-2019. I would like to lodge a complaint to you as the hotel did not meet our expectations and fell far short of what was described in the brochure.

The rooms were billed as four-star accommodation but honestly, they were even below-the-average accommodations. The furniture, bed sheets, pillow covers were not clean and the sanitary conditions of the attached bathrooms were also quite poor.

The food provided by the hotel was just of average quality. I also lodged a complaint with the front office regarding these issues but no action was taken by them. I am sorry to say this but the stay at your hotel ruined our holiday. So I would like to have a full refund of the amount that I paid as the bill of stay in your hotel. Please find attached with this letter a copy of the original bill and some photographs for evidence purposes.

Looking forward to a quick reply from you.

Thanks!

Yours Sincerely,

[Sender Name]

[Sender Signature]

[Sender Address]

[Sender Contact Details]