

## Example of a complaint letter – Hotel Poor Service

- Addressee.
- Background – what was agreed/booked/happened?
- Payment – payments that were requested/made.
- Complaint – list the reason behind the complaint.
- Problems caused – details of what the impact has been.
- Losses and expenses incurred.
- Remedy – be as clear as possible as to what you'd like to happen.
- Reply – give them 14 days to respond.
- Consequences – point out that ignoring your letter may result in legal proceedings.
- Ending

Dear John or Dear Mr Smith, / Dear Sirs, *(if you do not know their name)*

On 7 to 9 July 2023 my wife and I stayed in your hotel for 3 nights.

I paid for the accommodation in advance through an external website, hotel rooms.co.uk at £300.

During my stay at your hotel, we had several issues:

- On arrival at 3pm the room was not ready, and we had to wait 2 hours before we could go to it. The advertised time is 3pm. I complained at the time to your reception, but they advised there was nothing they could do.
- The room was clearly a smoking room. The smell of stale smoke hung in the air. It got into our noses and into our clothes - despite us leaving the windows open. We booked a non-smoking room. We complained and we were told no rooms were available to allow us to change rooms.
- On the second day (8 July 2023) we booked an alarm call at 6am. The call was not made, and we overslept.
- Throughout our stay the breakfasts were of poor quality for a 4-star hotel. On 7 and 9 July there was no hot food/cooked breakfast option.
- The hotel swimming pool was not operational despite it being advertised and a significant reason why we booted your hotel in preference to others.

I believe the service delivered by your company was unsatisfactory, and below the standard I would expect from your hotel.

As a result of the poor service, as stated above, my stay was disappointing and substandard.

- The delayed check in meant we arrived late for a prearranged drinks reception at my daughter's university. This was embarrassing and distressing.
- The smell of tobacco is still present in our clothes – I have had to arrange for dry cleaning totalling that would not otherwise have been needed.
- The missed alarm call meant we missed the start of our coach tour of the city. We had to take a taxi to join the group.
- The lack of cooked breakfasts and swimming pool reduced our enjoyment of our stay.

As a result of the poor service received from you, I have had to pay for the following additional costs and expenses:

- Cost of dry cleaning that would not otherwise have been needed to rid our clothes of smoke smell – see the attached receipt - £40.
- Taxi to join coach tour – see receipt - £20.
- Cooked breakfast at Riverview restaurant on 7 and 9 July – see receipts - £45 Entrance charge to public swimming pool £5.

Our visit to Leicester for our daughter's graduation was ruined due to the poor service we received from your hotel resulting in inconvenience, embarrassment, and loss of enjoyment of what should have been a memorable family celebration.

I therefore think it reasonable to claim a full refund for my stay to the value of £300.

I also claim repayment of the extra costs and expenses listed above which total £110.

Please do not ignore this letter. I would like us to try to resolve our dispute without court proceedings and legal costs.

Please reply in the next 14 days, so that this dispute can be resolved as set out in this letter.

If you do not agree that you are liable and/or do not agree with the remedy sought, then please reply within 14 days with a detailed explanation of why not.

I am sure it will not prove necessary but if I do not hear from you within 14 days then I reserve the right to start court proceedings without further reference to you. I will ask the court for an order that you pay me £410.

If I do have to issue court proceedings, I will refer the court to this letter and I will also ask the court to order you to pay me interest, court fees and legal costs.

I look forward to hearing from you within the next 14 days.

Yours sincerely,

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