

If your recent stay at the hotel was not as pleasant as you expected it to be, should you bother writing a complaint letter to the hotel management?

Absolutely!

Why? There are two good reasons to do so:

First, if you have a legitimate complaint, you are very likely to get some kind of compensation. It could be a gift card, partial or full refund of your money, free stay or an upgrade during your next visit, and such.

Second, the hotel management actually wants to hear about your experience. According to the industry group Hospitality.Net, there are over 26 unregistered complaints for every expressed one, AND 91% of unhappy guests will not willingly stay at the same hotel (or hotel chain) again. Your complaint might shed some light on the problem and save the hotel over 20 clients in the long run. According to [J. D. Power and Associates study](#), your complaint will most likely fall into one or more of the following categories:

- No free Wi-Fi or poor Internet quality in the room
- Noise
- Poor room equipment maintenance
- Room cleanliness
- Room smell
- HVAC issues

Besides, according to [the HospitalityNet](#), in 68% of the cases the above-mentioned problems will be accompanied by lack of care displayed by the staff. Overall, 80% of complaints will have poor communication as an underlying issue. Hotel management definitely wants to hear about it.

Below please find a simple template you can use to write your Hotel Complaint Letter.

Sample of a Hotel Complaint Letter

Date: [Today's Date]

Via Certified Mail # xxxx-xxxx-xxxx-xxxx

Copy via E-Mail [if you have e-mail address for the Company]

TO:

[Company Official Name with Title]

[Company Name]

[Company Street Name]

[City, State, ZIP Code]

FROM:

[Your Name]

[Your Address]

[City, State, ZIP Code]

[Account Number / Room Number OR any other way to identify you as a Customer]

[Your E-mail]

RE: [Your Name] - Complaint about my stay at [Hotel Name]

Dear [Company Official Name],

I am writing to inform you about unacceptable service I've recently received at [Hotel Name].

On [Check-In Date] I [and Names of other Guests, if any], checked into [Hotel Name].

During our stay, we experienced the following problem/s:

[Briefly describe the problem/s and how these problems affected the quality of your experience.]

In addition to the problem/s described above, the hotel staff was not helpful at all and displayed an attitude of indifference towards my complaints.

In this situation, I feel that fair resolution of my complaint would be [describe desired outcome - full refund, free stay, etc.]

Please keep in mind that my future visits to your hotel as well as visits of my friends and family members are contingent upon the successful resolution of this matter.

I hope we can take care of this issue in a quick and efficient manner.

Please get back to me within 10 business days from your receipt of this letter.

Thank you for your prompt attention to this complaint.

[Your Name] [Signature]