*Para: Discord Hotel*

*De:* *Ernesto Gregorio Peña*

*Asunto: Complaint for service rendered.*

*Good morning,*

*I am writing to inform you of a problem I had at your hotel yesterday, March 25, 2021. That day I stayed in your facilities, specifically in room D-10, but the heating was not working since 22:00 hours.*

*I called the reception and they told me that the whole hotel was in that condition and that they would soon restore the service.*

*But they did not and I spent the whole night without heating, so I could not sleep. That affected my professional performance the next day.*

*I notified the front desk and they instructed me to write a letter of complaint to get my money back.*

*I look forward to your prompt response and compensation.*

*Yours faithfully*

*Ernesto Gregorio Peña*

*Phone: (0059)555-5555*