**Complaint Letter**

Aran Chang

The University of British Columbia

2329 West Mall

Vancouver, BC V6T 1Z4

Alexandria Talbot

The UPS Store

10090 152 ST #151,

Surrey, BC V3R 8X8

July 24, 2020

**Subject: Extremely Late Package**

Dear Management at UPS Delivery,

I am writing this letter as a formal complaint about the most recent package I was scheduled to deliver a month ago. I hope that we can come to an understanding once you have reviewed this letter.

On June 16, I had ordered a package from amazon, and it was slated to be delivered within a week’s time. During this time, I had been prompted that the shipment may be late due to the urgency of the pandemic. I completely understand this, and I have expected the delivery date to be pushed back twice as long. However, it was not until recently that I had received my package, on July 20, which is about an entire month’s time. Although I am very understanding of the current situation, I’d hope that deliver would not have been delayed up to 4 times the originally scheduled date. I believe it would be appropriate to request a refund on the order that I had placed.

Thank you,



Aran Chang

**Bad News Adjustment**

Alexandria Talbot

The UPS Store

10090 152 ST #151,

Surrey, BC V3R 8X8

July 24, 2020

Aran Chang

The University of British Columbia

2329 West Mall

Vancouver, BC V6T 1Z4

July, 24, 2020

Dear Mr. Chang,

Your experience at UPS deliver is important to us, and we want to make sure that you are satisfied with each order. We greatly value your feedback, and it is your opinions that will help us improve our delivery services.

The complaint letter you sent our restaurant, on July 24, 2020, stated your displeasure with the timeliness of the service you received. As you stated in your letter, it is out of the ordinary for a package to be delayed up to a month’s time, after the stated delivery date. We are thankful for your understanding regarding the delay due to the rise of the recent pandemic, and we will urge our staff to maintain a close eye on the expected delivery dates in the future. Due to the recent decline in available workers, and the inflated requests of shipments, we have ran into some issues with providing timely deliveries. However, this is no excuse, and we are truly sorry for the poor experience you had with us. We value your complaint, and we hope that you can understand the situation we are currently in. Sincerely, we are sorry for your inconvenience, and we hope that you will feel rest assured that your poor experience will be compensated.

Unfortunately, I am unable to provide a refund for this order as the items purchased are all considered ‘Final Sale’. However, we understand your frustration and would like to offer you a 20% discount on your next purchase with amazon. I have made note of your name and address, please enter the attached code to redeem this offer. Your words have informed me of where our company needs to improve, and I will be bringing this matter to the attention of the rest of the management team here.

Sincerely,

Alexandria Talbot

General Manager at The UPS Store