Dear (INSERT STUDENT’S NAME),

I am very sorry to hear that you felt the course did not fulfill all of your requirements. I can understand that after a long journey a refreshment would have been appreciated. The arranging of refreshments is not the role of the tutor and on this occasion the venue did not have facilities for refreshments to be available.

I take note of your complaint and can assure you that the course was thought through carefully. Course venues in the future will strive to have refreshment facilities available for the students.

I hope this assures you that your concern is being taken seriously and please do contact me if I can help with anything else.

Kind regards,

Sandra Coggin