

Complaint Letters: Filing a Formal Complaint about Lost Luggage

General tips

- Be brief. A one-page letter is enough, and that is roughly 250 words. Staple attached documents.
- Be specific, objective and diplomatic. The person reading your letter had nothing to do with the incident. If what you want is resolution, provide the necessary facts and information. Stick to the point.
- Avoid personal attacks. Just question that person's competence, if relevant.
- Propose a solution. Tell the reader how you want the issue to be resolved. If you want your money back, say so. Be explicit about your expectations.
- Proofread your letter

Your efforts to document what happen will help you to address two fundamental issues: what is your specific complaint and what do you expect the airline to do about it. You should stick to the factual, relevant, and verifiable information associated with your complaint. If you claim someone was rude, or that (s)he charged you unnecessarily for an extra checked bag, you should not discuss the matter, but just state the facts. Consequently, include factual information: your flight number, or airport, whatever is directly relevant to your situation. Attach copies of tickets, receipts, or other documents to back up your claim, including documents associated with the lost bag, and if you incurred expenses or monetary losses, the receipts of what you expect to be reimbursed. Be specific about the outcome that you want (reimbursement, other compensation, letter of apology, etc.). Make sure that your message includes all available options for contacting you (phone number, fax number, email address, physical mailing address, etc.)

Date

Dear Sir/Madam,

I am writing to complain about the flight <flight number> for <destination: airport name + city>, flying out of <airport name + city>. Upon my arrival, <I/we> discovered that <my/our> luggage had been lost.

<Description of all the things you did to recover it and how they reacted to that>

To date, <I/we> have not received any sort of compensation from <airline name> for the cost of <purchases>. Taking all the above facts into consideration, I feel I am entitled to a compensation of <quantity>. I would be pleased if you could refund the money before the end of <date>, otherwise I shall have no other choice but to take the matter further.

Please do not hesitate to contact me at the above address, by e-mail at <email address> or by phone at <phone number>, in order to solve this unfortunate situation. I am looking forward to hearing from you in the near future.

Thank you for your attention to this matter.

Yours faithfully,

Signature

encl: <List of enclosed items>