

Date:

[Today's Date]

TO:

[Airline Name]

[Company Street Name]

[City, State, ZIP Code]

FROM:

[Your Name]

[Your Address]

[City, State, ZIP Code]

[Record Locator Code OR any other way to identify you as a Customer]

[Your E-mail]

RE: Complaint About Flight Number [Flight Number] from [Origin] to [Destination]

Dear Sir or Madam,

I am writing to let you know about an unsatisfactory service your Airline provided to me during my recent flight from [Origin] to [Destination].

Specifically, [Describe the problem, such as:

- My flight was delayed / canceled
- My luggage was damaged, delayed, or lost OR I was overcharged for an extra bag
- I had a problem with my ticket / reservation, OR problem boarding the plane
- Personnel was rude, poorly trained, and not helpful / inattentive
- Food was substandard and impossible to eat
- I was not able to obtain a proper refund / adjustment for my ticket
- My plane was overbooked, so I was not able to fly out on time

- Any other reason for your complaint]

As a direct result of the above-mentioned problem, I've suffered [Describe your loss, such as:

- Missed my connecting flight
- Unforeseen expenses on hotel / food / transportation
- Loss of personal property
- Stress due to inability to get on the plane
- Offense from the rude employee
- Food poisoning
- Monetary loss
- Broken vacation schedule
- Any other loss you've suffered]

Being a repeat customer of your Airline, I would like to give you an opportunity to earn my business back.

I believe the fair resolution of my complaint would be [Describe desired outcome, such as:

- Full or partial refund of the ticket price
- Gift Card or voucher for XXX dollars
- Certain number of flyer miles
- Compensation for lost luggage
- Any other remedy you feel is appropriate]

Thank you very much for looking into this matter.

I am looking forward to hearing from you within the next two weeks.
[Your Name] [Your Signature]