Complaint about a delay, cancellation or baggage

Sender

Full name

Full address

Telephone

E-mail address

Recipient

Name of recipient or department

Recipient's address

Place

Date

Subject: complaint about my journey

Dear Sir or Madam,

I am writing about the journey below, during which an incident occurred. Please look into my situation and let me know what action you will take.

Journey and booking

Carrier or travel agency

Booking or ticket number

Route

Date of travel

The incident

- [ ] Long delay
- [ ] Cancellation
- [ ] Baggage lost or delayed
- [ ] Baggage damaged

What happened, with times and the information I received

Costs I had to incur (receipts enclosed)

Nature of expense	Receipt	Amount

What I am asking for

Reply wanted by

Please reply in writing. The documents relevant to my request are enclosed: ticket or booking, receipts for the costs, exchanges with your staff and any incident report.

Yours faithfully,

Enclosures

Signature

Name in full

How it is sent

- [ ] Registered letter with proof of delivery (or equivalent)
- [ ] Delivered by hand against a signed receipt
- [ ] Other method