

Date: [Insert Date]

To:

Customer Service Department
[Airline Name]
[Airline Address]
[City, State, ZIP Code]

Subject: Formal Complaint Regarding Delayed and Lost Baggage â€“ [Flight Number and Date]

Dear Sir/Madam,

I am writing to formally file a complaint concerning the delayed and lost baggage associated with my recent flight on [Flight Number] from [Departure City] to [Arrival City] on [Flight Date]. I checked in my baggage under the name [Your Full Name], booking reference [Booking Reference Number], but upon arrival, my baggage did not arrive as expected.

The lost item is a [describe the baggage: size, color, type, any identifying tags/marks]. Despite multiple inquiries at the baggage claim desk, filling out all necessary paperwork, and following up with your customer service representatives, my luggage has yet to be located or delivered to me.

The delay and subsequent loss of my baggage have caused significant inconvenience and distress. Essential items, including [list important or valuable items: clothing, medical supplies, electronics, etc.], were in the missing luggage, affecting my travel plans and overall experience. In addition, the lack of timely and helpful communication has further added to my frustration.

I request immediate action to locate and return my baggage. Furthermore, I seek appropriate compensation for the inconvenience, expenses incurred due to the loss and delay (including [list relevant expenses: accommodation, replacement items, etc.]), and a guarantee of improved services in the future. Please inform me of the next steps and the timeline for resolution.

I have attached copies of my baggage claim ticket, receipts for essential expenses, and all relevant correspondence for your reference.

I expect a prompt and satisfactory resolution to this matter. Kindly acknowledge receipt of this complaint and update me regarding the actions being taken.

Sincerely,

[Your Full Name]
[Your Address]
[City, State, ZIP Code]
[Email Address]
[Phone Number]