

# Complaint Letter Format to Airline for Lost Baggage During Layover

This template can help you compose a professional complaint letter to an airline regarding lost baggage during a layover. Customize the details as needed.

## Sample Complaint Letter

### Your Name

Your Address

City, State, Zip Code

Email Address

Phone Number

Date

### Customer Service Department

[Airline Name]

[Airline Customer Service Address]

[City, State, Zip Code]

**Subject:** Complaint Regarding Lost Baggage During Layover – [Flight Number & Date]

Dear Sir/Madam,

I am writing to formally address an issue concerning my lost baggage during my recent journey with [Airline Name] on [Date of Travel]. I traveled from [Departure City] to [Final Destination], with a layover in [Layover City], on flight numbers [Flight Number(s)].

Upon arrival at my final destination, I was informed that my checked baggage was missing. My baggage tag number is [Baggage Tag Number]. Despite my efforts to locate the baggage with your staff at the airport, I have not yet received any updates or assistance.

### Description of Baggage:

- Brand/Make: [e.g., Samsonite Hard Shell]
- Color: [e.g., Black]
- Size: [e.g., Medium]
- Identifiable Marks: [e.g., Red Ribbon Attached to Handle]

### Contents List (Major Items):

- [Item 1]
- [Item 2]
- [Item 3]

I would appreciate your urgent assistance in locating my baggage. Additionally, I kindly request information regarding compensation or reimbursement for my immediate expenses and any further assistance you can provide as per your baggage policy.

Please contact me at your earliest convenience at [Your Phone Number] or [Your Email Address] regarding any updates or further steps required on my end.

Thank you for your attention to this matter. I look forward to your prompt response and a resolution to my complaint.

Sincerely,

[Your Name]

## Key Elements to Include

- Polite introduction and clear statement of complaint
- Details of flights, layover, and baggage tag number
- Detailed description and list of main contents of the lost baggage
- Request for assistance and/or compensation
- Contact information for follow-up