

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

Customer Service Department

[Airline Name]
[Airline Address]
[City, State, ZIP Code]

Subject: Formal Complaint regarding Lost Suitcase on Flight [Flight Number]

Dear Sir/Madam,

I am writing to formally express my dissatisfaction regarding the loss of my suitcase during my recent travel with [Airline Name]. I was a passenger on flight [Flight Number] from [Departure City] to [Arrival City] on [Date of Travel]. Upon arrival at my destination, I discovered that my checked-in suitcase, tag number [Baggage Tag Number], was missing.

Despite multiple attempts to locate my suitcase at the baggage claim area and reporting the issue immediately to your representatives at the airport, I have yet to receive any update regarding its whereabouts. My suitcase contains essential personal belongings, including [briefly list important contents, e.g., clothes, documents, electronics], and its loss has caused me significant inconvenience and distress.

I request that your team takes urgent action to locate and return my suitcase. If the item cannot be found promptly, I expect to receive appropriate compensation as per your airline's policy and international regulations governing lost luggage. This unfortunate incident has resulted in both emotional and financial hardship, and I believe a swift resolution is warranted.

Please acknowledge receipt of this letter and inform me of the steps being taken to resolve the matter. I look forward to your prompt response and a satisfactory resolution.

Sincerely,
[Your Name]