

Damaged and Lost Luggage Complaint Letter Template

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

Customer Service Department
[Airline Name]
[Airline Address or P.O. Box]
[City, State, ZIP Code]

Subject: Complaint Regarding Damaged and Lost Luggage on Flight [Flight Number]

Dear Sir/Madam,

I am writing to formally complain about the mishandling of my luggage during my recent flight with [Airline Name], flight number [Flight Number], from [Departure City/Airport] to [Arrival City/Airport] on [Date of Travel]. Upon my arrival at [Arrival Airport], I discovered that my checked luggage was [damaged/lost/partially lost] despite being properly tagged and checked in at the departure airport.

The specific baggage claim tag number is [Baggage Claim Number]. When I retrieved my luggage from the carousel, I immediately noticed that [describe the damage-e.g., the suitcase was broken, items inside were missing, contents were damaged, etc.]. Additionally, [mention if any items or entire luggage was lost and list the missing items if applicable].

This situation has caused significant inconvenience and disruption to my travel plans, including [briefly describe the impact, such as inability to attend meetings, additional expenses, purchase of essential items, etc.]. I have attached photographs of the damaged luggage, the baggage tag, and receipts for the missing/damaged items for your review.

I kindly request prompt compensation or reimbursement for the damage and losses I have suffered, in accordance with your airline's policies and relevant international regulations. Please let me know the next steps and any further documentation you require to process my claim.

I look forward to your swift response and a satisfactory resolution to this matter. You can contact me by email at [Your Email Address] or by phone at [Your Phone Number].

Sincerely,
[Your Name]

Attachments: Photographs, Receipts, Copy of Baggage Tag, Proof of Flight