

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

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

Subject: Formal Complaint Regarding Unreturned Lost Property

Dear Sir/Madam,

I am writing to formally express my deep dissatisfaction with your airline's handling of my lost property, which has yet to be returned to me despite multiple attempts to resolve the issue through your customer service channels.

On [Date of Flight], I traveled on flight [Flight Number] from [Departure City] to [Arrival City]. Upon arrival, I discovered that my [describe the lost property, e.g., "black leather backpack containing personal items, including a laptop, medications, and travel documents"] was missing. I immediately reported the loss to your staff at [Arrival Airport/Lost and Found Desk] and submitted the required documentation (Reference Number: [Lost Property Report Number]).

Since then, I have contacted your customer service team on multiple occasions (dates and methods of contact, e.g., emails, phone calls, in-person visits) to seek updates regarding the whereabouts of my lost item. Unfortunately, I have received either inadequate responses or no response at all, and the property remains unreturned.

The lack of effective communication and apparent disregard for resolving this matter has caused me significant inconvenience and distress. I request prompt action to locate and return my lost property. Should the item not be recoverable, I expect appropriate compensation for my loss in accordance with your airline's policies and international air travel regulations.

Furthermore, I urge your airline to review and improve your lost property procedures to ensure more efficient and considerate handling of such cases in the future, so that other passengers do not experience similar frustrations.

I look forward to your immediate attention to this matter and a swift resolution. Please respond within [reasonable timeframe, e.g., "14 days"] of receiving this letter.

Yours faithfully,
[Your Name]