

Date

Dear Sir/Madam,

I am writing to complain about the flight <flight number> for <destination: airport name + city>, flying out of <airport name + city>. Upon my arrival, <I/we> discovered that <my/our> luggage had been lost.

<Description of all the things you did to recover it and how they reacted to that>

To date, <I/we> have not received any sort of compensation from <airline name> for the cost of <purchases>. Taking all the above facts into consideration, I feel I am entitled to a compensation of <quantity>. I would be pleased if you could refund the money before the end of <date>, otherwise I shall have no other choice but to take the matter further.

Please do not hesitate to contact me at the above address, by e-mail at <email address> or by phone at <phone number>, in order to solve this unfortunate situation. I am looking forward to hearing from you in the near future.

Thank you for your attention to this matter.

Yours faithfully,

*Signature*

encl: <List of enclosed items>