

Sample Complaint Letter to Airline

From:

Sanjay Kapoor
2032 Park Street

Bangalore

August 17, 2013

To:

Customer Service Manager
Oriental Airlines
2452 Maple Drive
Mumbai, Maharashtra 94010

Dear Sir/Madam

RE: Complaint against Bad Service

I have traveled with Oriental Airlines several times in the past five years. Normally, I am very happy with the service. However, on August 14, 2014, I had an unpleasant experience. This has been very upsetting for me, and I want to send you a letter to give you the opportunity to respond.

This was not a scheduled trip. My mother unexpectedly passed away. I bought the tickets at full price at the last minute to attend her funeral. I was to leave Bangalore at 8:16 am and supposed to arrive in Mumbai. My flight number was 12345. I have enclosed a copy of my ticket for your reference.

Unfortunately, the flight was delayed for one and half hour. The reason I was given was for "mechanical issues." It was not related to the weather. As a result, this flight delay prevented me from reaching my connected flight in Delhi to Mumbai but coincidentally I got another flight at the moment to reach there but still had reached late. I am very sad that I was unable to be there.

I am kindly asking that you please compensate me for the delay. I have enclosed a self-address stamped envelopment for your convenience and let me know if you require any related query.

How To Write A Complaint Letter To An Airline

G Psacharopoulos



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