

Formal Complaint Regarding Missing Baggage Reimbursement

Your Name
Your Address
City, State, Zip Code
Email Address
Phone Number
Date: [Insert Date]

Customer Service Department
Airline Company Name
Airline Company Address
City, State, Zip Code

Dear Customer Service Manager,

I am writing to formally lodge a complaint regarding the inconvenience caused by the missing baggage associated with my recent flight (Flight Number: [Insert Flight Number]) on [Insert Date of Flight] from [Insert Departure City] to [Insert Destination City].

Upon arrival at my destination, I discovered that my baggage was missing. I immediately reported this to the customer service desk at the airport, and I was given a reference number ([Insert Reference Number]) for my claim. Despite my multiple follow-ups and assurances from your team that my baggage would be located, it has yet to be retrieved.

Furthermore, I have incurred expenses due to the delay in receiving my baggage, as I had to purchase essential items such as clothing and toiletries. As per the airline's policy on missing baggage, I am seeking reimbursement for these expenses. I have attached the receipts for your reference.

In light of the circumstances, I kindly request a prompt response to this matter and a reimbursement for the expenses incurred, totaling [Insert Amount]. I hope to resolve this issue amicably and look forward to your swift action.

Thank you for your attention to this matter. I expect to hear from you within the next [Insert Time Frame] days.

Sincerely,
[Your Name]