

# Formal Complaint Regarding Lost Luggage

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

Customer Service  
[Train Company Name]  
[Company Address]  
[City, State, Zip Code]

Dear Customer Service,

I am writing to formally complain about the mishandling of my luggage during my recent train journey with [Train Company Name] on [Date of Travel], from [Departure Station] to [Arrival Station].

My luggage, identified by [describe the luggage, e.g., "a black suitcase with a green tag"], was lost after disembarking from the train. I reported the issue to your staff immediately upon arrival, but despite repeated inquiries, I have not received any updates regarding the status of my luggage.

The loss of my luggage has caused me significant inconvenience, as it contained [mention any important items or documents, if applicable]. I would appreciate it if you could investigate this matter and provide me with any information on how to reclaim my lost belongings.

Thank you for your prompt attention to this matter. I look forward to your swift response and resolution of my complaint. Please find attached the relevant documents, including my travel ticket and lost luggage report.

Sincerely,

[Your Name]