

[TR20 Complaint to an air carrier]

[Company Name]
[Company Address]

[Date]

Dear Sir / Madame,

Re: Flight No. [Flight Number] [Date]

I am writing to complain about my flight which was scheduled to depart at [Scheduled Departure Time] but was delayed by [Delay Length] hours. I was expected to arrive at my destination at [Scheduled Arrival Time] but I did not arrive until [Actual Arrival Time]. This caused me significant inconvenience and although I complained to your staff, I was offered only [Enter Details of Any Compensation Offered].

I do not know what caused the delay and I am not sure if it was a problem of the contract between your company and the airline. I am sure that you are in breach of contract and I am sure that you should have been able to get me to my destination within a reasonable time of the scheduled departure time.

Under international law I am entitled to compensation for the delay. According to your company's policy I should receive [Enter Amount of Compensation].

If I do not receive an acceptable offer of compensation within the next 14 days, I shall issue a claim in court.

Yours faithfully,

[Your Name]
[Your Address]

[Telephone Number]

