

## How do we reach you?

|                          |      |                |
|--------------------------|------|----------------|
| Name                     |      |                |
| Address                  |      |                |
| Postal code              | City | Country        |
| Telephone Number daytime |      | E-mail address |

## Name of airport or airline you are complaining about

|                    |
|--------------------|
| Airport or airline |
|--------------------|

## Information about the journey

|                   |                 |                   |               |
|-------------------|-----------------|-------------------|---------------|
| Day of booking    | Date of arrival | Date of departure | Flight number |
| Origin            |                 | Destination       |               |
| Other Information |                 |                   |               |

## Description and details of your complaint

|   |                              |                             |
|---|------------------------------|-----------------------------|
| Did you file a complaint with the airport or airline? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| If yes, what was the result?                          |                              |                             |

**Subject of your complaint**

If possible send copies of additional information e.g. ticket confirmation or answer from airline or airport

|                                  |                              |                             |
|----------------------------------|------------------------------|-----------------------------|
| If written information enclosed? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
|                                  |                              |                             |

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