



# AIR PASSENGER RIGHTS EU COMPLAINT FORM



THIS FORM CAN BE USED FOR LODGING A COMPLAINT WITH AN AIRLINE AND/OR A NATIONAL ENFORCEMENT BODY

Compensation and/or assistance to passengers in case of denied boarding, downgrading, cancellation or long delay of flight under Regulation 261/2004

**INSTRUCTIONS**

1) *In order to facilitate the investigation of your complaint by the competent enforcement body (in the Member State where the incident took place), please send your complaint to the operating air carrier at first stage.*

2) *In case where the airline has failed to provide you with a reply within a period of 6 weeks from the date of receipt or, if you are not satisfied with the reply given to you by the airline, please fill in and return this form to the enforcement body in the Member State where the incident took place.*

3) *If the incident took place outside the EU for a flight to the EU with an EU airline, you may contact the enforcement body in the Member State of flight destination.*

4) *This complaint form is to be used only for cases concerned with a denied boarding incident, downgrading, cancellation, or long delay of a flight.*

5) *For any other complaint concerning other types of flight incidents i.e. baggage claims or ticketing issues, the European Consumer Centres in any Member State of the EU can be contacted for further advice ([http://ec.europa.eu/consumers/redress/ecc\\_network/webcenters\\_en.htm](http://ec.europa.eu/consumers/redress/ecc_network/webcenters_en.htm)).*

6) *Please fill in the form in block capital letters.*

**Complaint submitted by:**

Surname:	Name:
Address:	Country:
City, postcode:	
E-mail:	

**Complaint against:**

Airline:	Flight number:
Booking ref ('PNR'):	Airport of arrival:
Airport of departure:	
Connecting points (if any):	
Date of flight:	
Scheduled time of departure:	Actual time of departure:
Scheduled time of arrival:	Actual time of arrival:
Airport/-s where the incident/-s occurred:	

**Tick the appropriate box(es) and fill in the following sections:**

1. Type of complaint/ incident:

- Denied boarding
- Delay  
Duration ... hours
- Flight cancellation
- Downgrading

2. Did the airline provide you with information on air passenger rights?

- Yes  No

3. Did you receive assistance?  Yes  No

- Meals
- Refreshments
- Hotel
- Transfer between hotel and airport
- Communication facilities (*tel/ fax/ e-mail*)
- Other: .....

4. Were you rerouted?

- Yes after..... hours  
with which airline or other mode of transport: .....  
on which flight segments (*from/to/via*)? .....
- No

5. Were you refunded?

- Yes  for the whole ticket price  part of ticket price
- No

6. Did you receive a financial compensation?

- Yes Amount .....€
- No

7. In case of a flight cancellation:

When were you informed about the cancellation?

- at the airport
- 1 week before the departure of the flight
- 2 weeks before the departure of the flight
- More than 2 weeks before the departure of the flight

What was the reason of the flight cancellation? (if known).....  
.....

8. In case of denied boarding:

- The airline asked for volunteers to surrender their seats
- You gave up your seat voluntarily
- You were denied boarding against your will

9. A complaint has already been lodged with:

- the airline
- a consumer protection body: .....
- other private or public institution: .....

10. Redress sought by the passenger:

- Financial compensation
- Reimbursement of expenses in lack of assistance
- Other.....

Additional explanations or remarks:

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List of supporting documents:

*(Enclosures of confirmed ticket/ reservation, receipt copies of additional expenses if claiming reimbursement of extra costs, airline reply and/or reply from a consumer body/or other complaint body that has reviewed this complaint, etc.)*

1. ....
2. ....
3. ....
4. ....
5. ....

***! Please sign and send your complaint form to the airline and/or to the competent national enforcement body! It is recommended that this form be sent by registered mail (a copy should be kept).***

"I, the undersigned, passenger (name) ....., authorise the national body responsible for applying Regulation [EC] 261/2004 to act in my name, as far as its powers permit, in dealings with the above-mentioned airline, and to have access to the personal data relating to me which are kept by that airline"

Done at (place) \_\_\_\_\_ On (date) \_\_\_\_\_

Signature:

*A list of designated enforcement bodies and more information about EU passenger rights can be found at the following webpage of the European Commission:*

<http://apr.europa.eu>