**(Insert your name)**

**(Insert your address)**

**(Insert your postcode)**

**(Insert your telephone number)**

**(Insert date)**

**(Insert Airline Customer Service Manager or name if known)**

**(Insert Airline’s name)**

**(Insert Airlines address)**

**(Insert Airline’s postcode)**

Dear (**Insert name if known or Sir/Madam)**

**Subject: Regulation (EC) 1107/2006 (as amended by The Air Passenger Rights and Air Travel Organisers' Licensing (Amendment) (EU Exit) Regulations 2019)**

I am writing regarding the special assistance provides for my flight **(insert flight number).** The reason for my complaints is **insert reason e.g. assistance was not provided, poor customer service or information was not available.**

**Insert a brief description of events.**

**If appropriate** - I have also enclosed copies of **(confirmed ticket/reservation and/or any additional correspondence in relation to your complaint).**

I look forward to hearing from you and would welcome a response within 15 working days.

Yours sincerely

**(Insert signature)**

**(Print name and Surname)**