Noah Derrick James  
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New York, USA

20th April 20XX

The Administrator  
American Airlines Customer Care  
NU Area, NYC, USA

Re. Damage of Luggage on Flight [X]

Dear Ma’am/Sir,

I am very unpleased while writing this to you. I need to report to you a serious concern about mine with your airline company. I regret that it was a really bad experience traveling by your airline as I experienced an extremely unprofessional attitude at the end of your staff that cost me a lot of trouble and frustration.

I flew via American Airlines through Chicago Airport on flight-43A. I was traveling from Chicago to Dubai, UAE which had a stop by Toronto. After reaching the hectic flight of more than eighteen-hour, when I checked out, I realized a more than usual delay in receiving my luggage.

When one hour passed and I did not receive the luggage, I started being anxious about the problem as I thought there might be some issue with my luggage. I kept on asking the agents of your airline there, but no one reported the genuine event. After keeping me wait for three hours, a senior member of your team approached me saying that they are having some problem in searching for my luggage. In short, my luggage was never approached with me and they kept on lying to me.

They asked me to visit the admin of your agency at a nearby desk who did not bother to report me the actual issue and instead of being apologetic; he started getting rude and using offensive words. After an exchange of harsh talk, another member of your team intruded and acted out to help me in searching for my luggage. In fact, my luggage was not in Dubai, they had left me luggage in Toronto. After spoiling and wasting five hours of my day, they finally approached me with truth i.e. telling me that there has been committed some sort of mismanagement, and due to that my luggage has been left behind in Toronto. Moreover, they assured me that I shall get my luggage the very next day. After taking all of the requisites to contact me, they permitted me to leave the airport and assured me of the safety of my luggage.

After two days, I got a call from your agent who reported to me that I can get my luggage from their customer care office situated in Abu Dhabi. I rushed to the airport to get my luggage back. When I reached the office of your airline, I was shocked to look at the condition of my luggage. I was even unable to recognize it as my luggage. Then I reported the Assistant Admin sitting right in front of me, but he did not take any action and asked me to leave the office when I got rude.

After opening the luggage, I realized that many of my luggage stuff was lost or stolen and the rest was in really bad condition. Many of my delicate things were broken and damaged. I would like you to entertain me with the compensation I deserve, otherwise, I will be compelled to take serious legal action against your airline which would cost you with not an only penalty but also a notorious name. I have enclosed the pictures of my damaged and poor conditioned luggage and claim compensation of $1500 or replacement of my luggage with a new one. I am looking forward to getting a response from you within four days otherwise I will let you get a court notice.

Sincerely  
(Signature)