



COMPLAINTS FORM

COMPLAINANT(S) DETAILS			
FIRST NAME	1ST SURNAME	2ND SURNAME	DNI/NIE [National ID Document]/PASSPORT/ID/OTHERS

DETAILS OF COMPLAINANT'S REPRESENTATIVE				
RELATIONSHIP (*)	FIRST NAME	1ST SURNAME	2ND SURNAME	DNI/NIE [National ID Document]/PASSPORT

(*) Relationship to complainant: Mother/father/legal guardian, Legal representative, Organisation, Others (please provide details) In the event you are representing a minor, evidence of your representation rights will be required.

CONTACT DETAILS
E-mail:
Address:
Town:
Province:
Postcode:
Country:
Telephone:

COMPLAINT

Reason for complaint (*):

Departure Airport:

(*) Reason for complaint: Flight cancellation, delay, denied boarding, downgrading, rights of person with a disability or with reduced mobility (PRM), other (please provide details)

FLIGHT DETAILS

Ticket number (*)

Book reference:

Flight Number and Airline:

Time and Date of Departure:

Time and Date of Arrival:

Connections? Yes, No (Mark as appropriate) In the case that you mark "Yes", please provide details Connection 1

Connection



COMPLAINT DETAILS (*)

(*) Please provide details on the reason for making a complaint stating the facts of the case.

WHAT DO YOU WANT TO CLAIM FROM THE AIRLINE?

DATE AND LOCATION:

SIGNATURE:

You must file a complaint within five years since the incident date.

* If the complaint is subject to the Regulation (EC) No 261/2004 of the European Parliament and of the Council of 11 February 2004 establishing common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights, if you consider the response to not be adequate, you have the right to appeal to the Agencia Estatal de Seguridad Aérea (AESA), an official alternative for dispute resolution for air transport disputes for the complaint filed. You can find all the information relating to the procedure and its processes on the AESA website. <https://sede.seguridadaerea.gob.es/>.

You must file the complaint appeal to the AESA within one year of the date when you filed a complaint with the airline company. If the complaint is not submitted within the stipulated time frame, the complaint will not be considered admissible.

